

Position Description

Position Title:	Program Facilitation, Rehabilitation and Reintegration
Service/Program:	Learning and Innovation
Approved By:	Senior Manager, Learning and Innovation
Date Effective:	October 2024

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to support and lead the delivery of LINC and LINC in Families Programs, in line with RAV's contractual requirements. The role will also assist with the delivery of other rehabilitation and reintegration programs as required.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Line manager	Senior Manager Learning and Innovation
Manages	Nil
Key external liaison	Training and Development Team, Program Managers
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

As part of the State Government's review into CCS service delivery model, a need was identified for a brief group-based intervention that supports offenders to successfully complete their CCO and which reinforces and complements case management. This CCS Reform Project includes an intensive one-day psycho-educational workshop. This is delivered to two (2) key participants groups including:-

- family violence offenders called LINC AND LINC in families (LIFS) (as required), and;
- offenders called LINC AND LIFS
- The role may also include additional new services offered to a correctional cohort.

This workshop assists participants identify their key reintegration needs through a strengths-based approach, recognise the key skills required to address these needs and provides opportunity to link in with community agencies to address these needs.

The Program Facilitator LINC AND LIFS is responsible for using adult learning principles in facilitating all aspects of the LINC AND LIFS workshop in CCS locations across metropolitan Melbourne and occasionally in regional Victoria. This includes the promotion and roll out of workshops, stakeholder engagement and ensuring contractual obligations are met to a high standard.

This role will require travel to CCS office locations located throughout the Melbourne and regional locations and may involve work during normal business hours ie. Monday to Friday but it also may involve work on a Saturday, as set out in the annual training calendar in advance.

Key Result Areas (KRAs)

Area	Tasks
Program delivery	- Facilitate the delivery of the CCS Reform Project/LINCS AND LIFS & LIFS workshops as required by contractual arrangements. This includes maintaining accurate records, monitoring targets, contributing to reports, completing statutory reports if required, and referring or reporting serious or complex issues to management. - Ensuring maintenance of accurate client records, appropriate case notes and necessary forms. - Provide high quality, ethical and interactive workshop facilitation using adult learning principles. This includes a recognition of the potential of each person and their capacity for change. - Promote a high standard of professional performance, optimal levels of communication, collegiate support and professional growth. - Identify, develop and implement new initiatives for program delivery that assist in program participation and engagement. - Report any incidences or concerns in relation to program delivery as per program guidelines.
Quality	- Contribute to regular review and updating of workshop material in line with research, professional trends and feedback from evaluative inputs. - Maintain all CCS Reform Project compliance obligations and requirements. - Attend and participate in staff meetings and contribute to a professional and harmonious workplace. - Ensure accurate and appropriate supervision, professional development and case records are maintained and that the required data collected is compliant with service standards and program accountabilities.
Stakeholder engagement	- Build and maintain effective and efficient partnerships that support the effective delivery of the CCS Reform Project. - Maintain positive collegiate relationships across RAV, reporting relevant issues in a timely manner and contributing to a professional and harmonious workplace. - Foster good working relationships with external agencies and professionals and promote the services offered by RAV.
Policies procedures and systems	- Comply with policies, procedures and systems as required. - Model the organisation's values and contribute to the workplace culture. - Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	- Demonstrate commitment to team / centre objectives and strategic priorities. - Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	- This position description is not an exhaustive list of responsibilities. - Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. - You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Facilitate scheduled LINCS AND LIFS and or LINCS AND LIFS in families workshops each week in accordance with RAV and CCS guidelines and frameworks as required.
- Maintain high quality records of facilitated workshops each week in accordance with program expectations.
- Achieve at least 90% of participant learning outcomes each quarter as evidenced by participant feedback forms.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- Contribute to the development/improvement of a quality workshop of the LINCS AND LIFS and LINCS AND LIFS in families programs each month through supervision, program development and team meetings.
- Liaise with internal and external stakeholders in the LINCS AND LIFS program to ensure smooth and positive operations of the CCS reform project.

Key Selection Criteria (KSC)

Mandatory KSC:

- Relevant qualifications in education, counselling, social work or other related fields.
- Certificate IV in Training and Assessment and/or several years' experience in facilitating training workshops to adults.
- Strong facilitation, negotiation, and presentation skills with experience facilitating groups with adults and family violence offenders (preferable) from variety of backgrounds and needs; including clients with complex needs.
- Understanding of strengths based approach in working with offenders.
- Excellent organisational and communication skills (both written and verbal) and the ability to communicate with a diverse range of stakeholders.
- Capacity to work flexibly, independently and cooperatively in a dynamic workplace environment with high level emotional intelligence and the ability to inspire and motivate others in times of rapid change.
- Demonstrated ability to respond to varying issues in a consistent manner exercising maturity of judgement and sound problem solving capability with a demonstrated ability to meet timelines, targets and other key deliverables.
- Demonstrated understanding of and commitment to principles of equality, diversity, continuous improvement and ability to meet contractual obligations, organisational requirements and legislative requirements.
- Fully maintained vehicle and current Victorian drivers licence
- All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Desirable KSC:

- Experience delivering Men's Behaviour Change (MBC) Programs preferable.
- Membership or eligibility for membership, of organisations relevant to the position.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable).

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.