

Reporting to	Team Leader – Forensic Casework Services (CSP)
Classification	SCHADS Industry Award (2010) Level 3
Location	Ararat

About ACSO

Founded in 1984 on the lived experience of Stan McCormack, the Australian Community Support Organisation (ACSO) has delivered programs to help break the cycle of people repeatedly entering the justice system because they lack the support to make change.

Our work supports, diverts or reintegrates people through a range of services including mental health, alcohol and other drug treatment, intensive residential support, housing and therapeutic programs. These services span the entire justice continuum from prevention to rehabilitation.

Our Vision

ACSO's vision is for a community where everyone has the opportunity to thrive, and prison truly is the last resort

Our Purpose

Our purpose is to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Ethos

"Understand the story. Support the change."

Our Core Values

Passion; Our heart and passion are at the core of everything we do.

Belief in Humanity; We believe that everyone deserves another chance and entitled to opportunities which can help them change their lives and realise their potential.

Integrity in all we do; We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

Innovative spirit; We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.

Purpose of the position

The primary role of the Community Support Program (CSP) Group Facilitator is to engage Post Sentence Order participants residing within the Correctional Residential facilities in a range of programs designed to assist them in the development of skills, including those relevant to independent living and improved general wellbeing and relationships. The CSP Group Facilitator will plan the sessions, conduct the group sessions, guiding the discussions and ensuring a positive and productive environment as well maintain associated administration tasks such as group summaries.

The CSP Group Facilitator will work in collaboration with the respective Correctional Residential facility management to identify and implement group activities targeted to specific interests and needs of the participants. They will also be actively involved in the recruitment of participants through the delivery of information sessions and discussions with residents to generate interest in participation.

The CSP Group Facilitator will be responsible for working an after-hours roster (i.e. 2pm to 8pm) and will engage directly with residents enrolled in the group activities. As part of this role, you will also be required to develop new group activity initiatives and programs where specific interests or needs arise. The CSP Group Facilitator may also be called upon to provide one on one programs where individualised needs arise.

Deliverables

As a CSP Group Facilitator you will work with participants who are medium- high risk and present with complex needs. You will be required to:

- Lead the investigatory stage of interests and needs for group activity/program development.
- Develop, propose and implement appropriate group activities/programs/schedule.
- Effectively recruit participants for each activity/program.
- Prepare and facilitate sessions that are inclusive, engaging, and aligned with the identified interest and needs of the cohort.
- Actively engage with participants, managing group dynamics, fostering a welcoming and safe atmosphere for all participants and encouraging positive engagement and mutual support.
- Implement effective session time management strategies to ensure that group sessions start and end as scheduled, maintaining a focused and engaging activity/program.
- Gather stakeholder and participant feedback and adjust facilitation approaches as necessary.
- Provide input into the strategic development of the group program, including the identification of new topics, formats, and engagement strategies that respond to participant feedback and emerging interests/needs.
- Creating and maintaining detailed, accurate and appropriate high-level group summaries for participants on client information management databases.
- Liaise with relevant stakeholders regarding participant progress and any identified issues or concerns.
- Work collaboratively with the wider CSP team to meet the needs of participants, drive engagement and share insights.
- Achieving contractual outcomes and individual KPIs

Qualifications

- Minimum Diploma level qualification in an area relevant to the program being overseen (Social Work, Justice, Psychology, Community Services and/or Welfare Studies)
- Qualifications or experience in Group Facilitation (Highly Desirable).

Key Selection Criteria

- Excellent written and verbal communications skills.
- Competence in using PC-based office applications (i.e. Microsoft Office) and internet.
- Experience developing and facilitating group programs.
- Strong negotiation, conflict resolution and mediation skills.

- Ability to build positive relationships and communicate with people of diverse backgrounds and capabilities.
- Ability to work effectively both autonomously and as part of a team under the direction of a leader.
- Demonstrated experience working with individuals presenting with complex needs and experience in the justice system highly advantageous.
- Demonstrated capacity to be proactive in your approach, work flexibly, possess the ability to manage competing demands, and able to effectively set boundaries and limits where required.
- Demonstrated organisational, time management skills to deliver a quality service to clients, as well as demonstrated ability to handle complex situations.
- Sound understanding of client risk management and risk assessment practices.
- An ability to adhere to policy and procedure such as privacy, confidentiality and workplace health and safety.

Core Competencies

- **Evaluating problems;** examining information, documenting facts, finding solutions
- **Fostering Inclusion;** inviting diversity, promote equity, culturally responsive
- **Creating innovation;** generating ideas, exploring possibilities, developing strategies
- **Showing resilience;** conveying self-confidence, showing composure, resolving conflict
- **Embracing change;** coping with change, tolerating uncertainty, adapting to new challenges
- **Giving support;** understanding people, team working, valuing individuals
- **Processing details;** meeting timescales, checking things, following procedure

Mandatory compliance requirements

As a registered NDIS provider and under the NDIS working screening requirements, this role requires each employee to have the below prior to any offer or commencement of employment.

Police check	ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks. Note: ACSO are open to considering employing people with a criminal record.
NDIS Worker Screening Check	A NDIS Worker Screening Check clearance must be supplied by all new employees (at the cost of the employee). This check is valid for 5 years and transferable across NDIS providers.
Car Licence	A valid Australian driver's licence. This is requirement of the role not NDIS worker screening.