



JOB DESCRIPTION

Job Title:	Programme Facilitator
Group:	Corrections Services
Reports to:	Principal Facilitator
Location:	Regional
Date:	September 2007 (Re-formatted February 2013)

ORGANISATIONAL OVERVIEW

At the Department of Corrections our goal is to reduce re-offending, and underlying this is a strong commitment to public safety.

Our people care about our communities and want to make New Zealand a safer place to be. We do this by helping people lead crime-free lives, which means fewer victims and safer communities.

Corrections' core role of managing the custodial and community-based sentences imposed by the Courts gives us the opportunity to change lives and shape futures. Of the 8,000 people who work at Corrections, the majority work directly with offenders in a variety of roles including probation officers, corrections officers, case managers, programme facilitators, nurses, community work supervisors, instructors and psychologists.

The Department of Corrections manages 18 prisons located from Northland to Invercargill and 160 Community Corrections sites in towns and cities across New Zealand where probation staff manages people serving non-custodial sentences and orders such as community work, home detention or parole.

The vast majority of the offenders the department works with live in the community, and most of those sentenced to a term of imprisonment will be released at some stage. Therefore it is in all our interests to ensure that when people leave Corrections they have the support and skills they need to live a crime-free life. We do this through targeted rehabilitation and reintegration, treatment, education and trade-training opportunities for offenders that will reduce the likelihood of re-offending.

You can help change lives and shape futures too.

For more information go to www.corrections.govt.nz.

ROLE PURPOSE

The primary purpose of this position is to deliver rehabilitative intervention programmes and related activities to prisoners in Special Treatment Units (STUs).

KEY ACCOUNTABILITIES

Key Accountability Areas:

Programme Delivery

- Deliver rehabilitative intervention programmes in accordance with the agreed annual allocation.
- Deliver rehabilitative intervention programmes in accordance with programme specifications to maintain programme integrity and achieve a consistently high standard of delivery.
- Manage offender behaviour and participation effectively ensuring programme completion rates are achieved.
- Complete programme delivery related functions as required.
- Conduct individual follow-up sessions when needed.
- Complete activities related to maintaining a community of change in the prison (e.g. attend community meetings, assisting with structured day activities, attending and co-ordinating case management).

Programme Management

- Conduct suitability assessments and motivational interviews with potential programme participants in conjunction with psychologists.
- Complete the specified programme induction process for offenders prior to the commencement of each programme.
- Plan and prepare for each programme session to enable optimal participation, effective learning and initiation of changes in behaviour by offenders in order to achieve programme outcomes.
- Liaise with programme schedulers and sentence planners regarding offender attendance and programme completion.
- Liaise with prisons, community probation and psychological services staff to organise starting and closing functions and processes for course participants.

Relationship management

- Establish and maintain constructive relationships with offenders and their family / whanau.
- Maintain effective and co-operative professional relationships with co-facilitators and the Reintegration Co-ordinator ensuring an appropriate balance and division of responsibilities.
- Establish and maintain constructive relationships with community probation, psychological and prisons services staff.
- Promote STU programmes with sentence planning and sentence management staff in each of community probation, psychological services and with other stakeholders.
- Promote activities commensurate with values indicative of a community of change.

Quality Improvement

- Inform manager and supervisors of issues impacting on successful programme delivery.
- Inform manager and supervisors of issues impacting on the Community of Change.
- Implement and monitor relevant elements of the annual quality assurance plan as required.

- Incorporate ongoing quality improvement strategies and tools as directed providing feedback where appropriate.
- Provide quality assurance information as requested.

Monitoring and Reporting

- Document, monitor and report on offender progress in oral and written forms in accordance with reporting requirements and to meet ad hoc requests.
- Monitor and report on both programme delivery and the Community of Change in the required format.
- Complete monitoring and reporting on quality improvement activities.

Team Focus

- Share knowledge and skills with team members to constantly enhance the wider Community of Change and also to improve standards of programme delivery while maintaining programme integrity.
- Support and encourage team members to meet performance and development targets.
- Use knowledge, skills and experience to guide and mentor colleagues as appropriate.
- Attend and contribute to team meetings and conferences.

Personal and Professional Development

- Actively participate in professional and cultural supervision.
- Complete an annual supervision plan and work with supervisors to develop knowledge and skills in programme content and delivery.
- Participate in the prescribed accreditation programme.
- Participate in and contribute to annual refresher training, providing constructive suggestions and feedback as required.
- Maintain knowledge of the Department's mission, goals and work environment, identify information gaps and work with managers and other stakeholders to improve environmental knowledge.
- Proactively identify opportunities to develop skills and manage personal development plan.

GENERAL ACCOUNTABILITIES

Code of Conduct and Department Policy

- Familiarity and compliance with the Department's Code of Conduct and related documents; and with Department policy and procedures relating to the functions of the position held.

Health and Safety

- Help maintain a safe working environment within Corrections by adhering to Department policy and procedures relating to the position held.

Other Duties & Responsibilities

- All employees are expected to perform other such other duties as can reasonably be regarded as incidental to their job description, and other such duties that fall reasonably within their experience and capabilities as may be assigned from time to time to meet business requirements.

RELATIONSHIPS

Direct Reports: Nil

Key Working Relationships:

Internal:

- National Manager Special Treatment Units
- Facilitators/Psychologists
- Programme schedulers
- Sentence planners
- Re-integrative Co-ordinator
- Custodial staff in the unit
- Supervisors
- Community probation, psychological services and prison services staff
- Executive Officer

External:

- Offender families / whanau
- Hapu & Iwi
- Community groups
- The local university
- CARE New Zealand

PERSON SPECIFICATION

To be successful in this position you will need:

Knowledge, Skills and Experience

Conceptual Thinking

- Experience using relevant psychological concepts and practices to promote behaviour change in offenders
- Ability to explain psychological concepts and practices appropriately and clearly
- Proven ability to assess and respond to complex issues appropriately

Facilitation Skills

- Demonstrated effective group processes and ability to maintain group energy throughout programme delivery
- Understanding of the impacts of individual behaviour on group dynamics and able to effectively manage group dynamics, including conflict
- Ability to present in a confident, credible and congruent manner
- Ability to adapt presentation and language to meet the interest and learning level of the audience
- Ability and willingness to motivate and encourage buy in to group processes

Technical Skills and Experience

- Experience in working with offenders an advantage
- Well-developed computer skills, including the Microsoft Office suite

Qualifications

- Formal qualifications in psychology, counselling, group psychotherapy or similar an advantage
- Formal adult learning, training or facilitation qualifications an advantage

Other requirements

- Current drivers license

COMPETENCIES

COMPETENCY	DESCRIPTION
Service Focus	<ul style="list-style-type: none">• Maintains a helpful and courteous approach when dealing with others.• Clarifies expectations when providing a service and keeps client informed of progress.• Anticipates the needs/concerns of those to whom a service is being provided.• Prioritises and balances the needs of others in overall service provision.
Problem Solving	<ul style="list-style-type: none">• Identifies and weighs up risk appropriately before taking action.• Discusses options with manager where appropriate.• Makes use of relevant and available information and consults others when developing workable solutions.• Recognises the importance of IOM and its impact on analysis and development of options.
Communication	<ul style="list-style-type: none">• Listens to others and asks questions to clarify own understanding.• Responds politely and sensitively to queries and alternative points of view.• Is prepared to take on board others' ideas and suggestions.• Produces written communication that is clear, concise, logical and understood by the reader.• Communicates in a style appropriate to the recipient or audience.
Commitment	<ul style="list-style-type: none">• Shares the responsibility to maintain a safe and healthy workplace, carries out work-related activities in accordance with safe procedures and reports all hazards, accidents and incidents.• Is familiar with the Code of Conduct and statutory confidentiality requirements.• Acts with integrity at all times.• Supports and models the organisation's values, taking responsibility for their own actions and decisions.
Responsiveness	<ul style="list-style-type: none">• Acts fairly and impartially in all dealings with others, respecting their rights and needs.• Demonstrates an understanding and respect for Maori, Pacific peoples' and ethnic minorities' values and beliefs.• Incorporates cultural responsiveness, and EEO principles into work practices.• Promotes EEO policy to peers and others.

Teamwork	<ul style="list-style-type: none"> • Proactively shares information, ideas and experience with managers and peers. • Encourages and supports team members and others they are working with. • Promotes a work environment where others can exchange opinions and ideas. • Co-operates with other staff outside their own service or group.
Self Management	<ul style="list-style-type: none"> • Proactively obtains feedback about their own performance from peers and managers so that they can improve their performance. • Accepts constructive criticism without becoming defensive. • Alerts manager when overloaded, stressed, or having difficulty with specific tasks or areas of responsibility. • Identifies and commits to learning and development opportunities.
Work Management	<ul style="list-style-type: none"> • Processes work to the required standards (quality and timeliness). • Identifies issues and problems and communicates these to Team Leader in a timely fashion. • Focuses on the task at hand and the work that needs doing without losing track of priorities. • Is alert to connections and interrelationships between own workload and that of others and consults as appropriate.