

GROUP FACILITATOR POSITION DESCRIPTION

Position title:	Group Facilitator
Reports to:	Manager of Education Services
Location:	Various locations in Victoria
Employment type:	Casual
Industrial instrument:	Social, Community, Home Care, and Disability Services Industry Award 2010 [MA000100]
Award stream:	Social and Community Services
Classification:	Level 2

Position objective

To deliver programs designed to increase participants' awareness of their responsibilities as road users, reduce risky driving behaviours, and prevent involvement in road trauma. Programs are based on best practices, incorporating reflective, interactive, and engaging methods that encourage participants to share their driving experiences in a supportive, non-judgmental environment.

With a focus on behaviour change rather than blame, participants are empowered to make safer choices on the road. The role aims to influence attitudes and behaviours through education, foster participant engagement, and support volunteer emergency service and lived experience speakers in promoting road safety. Additionally, it ensures a safe, sensitive, and professional space for participants to discuss challenging topics, including shame, guilt, and trauma.

Position context

This role operates within established guidelines and under general supervision to deliver psycho-educational programs to individuals and community groups. Group facilitators are responsible for planning, managing, and evaluating program delivery while exercising sound judgment and adhering to established procedures.

The role involves liaising with the RTAS Coordinator, Manager of Education Services, and Regional Coordinators, as well as collaborating with regional teams to ensure effective program delivery. Group Facilitators also support volunteer speakers and maintain professional relationships with stakeholders to uphold program quality.

While tasks follow defined routines and standards, the role requires initiative, professionalism, and adaptability to meet program and organisational objectives. Group facilitators are supported through access to supervision, training, and program resources.

Key responsibilities and tasks

Program delivery

- Deliver psycho-educational programs within a preventative and educational framework to drivers and individuals at risk of or engaging in risky driving behaviours, as well as community groups, in group settings.
- Provide a safe and supportive space for participants to discuss sensitive topics, including shame, guilt, and trauma-related experiences.
- Assist with program effectiveness in changing attitudes and behaviours by collecting participant evaluation questionnaires/encouraging participation in the online survey pre and post sessions and providing feedback where required.
- Support lived experience and emergency service volunteer speakers by offering pre- and post-program check-ins.
- Actively participate in the development and continual improvement of education programs.

Stakeholder engagement and collaboration

- Support the organisation's mission by fostering professional, sensitive, and positive relationships with internal and external stakeholders.
- Liaise with the Manager of Education Services and Regional Coordinator for training, planning, and implementing education programs.
- Liaise with the regional coordinator for regional activities/meetings and attend state-wide gatherings as required.
- Represent Amber Community at events, meetings, and forums as required.

Program coordination and administration

- Facilitate the reliable delivery of education programs by ensuring availability for after-hours and weekend workshops and team meetings, as agreed.
- Maintain accurate and up-to-date session records in line with organisational policies.
- Contribute to program reports and evaluations to support continuous improvement.
- Ensure strict confidentiality of participant and organisational information following policies and procedures.
- Provide creative and enthusiastic input to Amber Community's organisational planning and actively contribute to achieving organisational goals.

Workplace Health and Safety

- Comply with Workplace Health and Safety (WHS) policies and standards, ensuring personal safety and the safety of others in the workplace.
- Actively contribute to maintaining a safe and supportive work environment by identifying and mitigating risks.
- Participate in regular health and safety training to maintain up-to-date knowledge of workplace safety practices.

General duties

- Foster a culture that supports the organisation's mission, goals, and values through consistent and aligned practices.

- Participate in Amber Community workshops, events, activities, and meetings as required.
- Engage in professional development activities, as agreed, to enhance skills and meet role requirements.
- Be familiar with and adhere to organisational policies, procedures, and ethical guidelines.

Qualifications, skills & experience

Essential Requirements

- Current approved Working with Children's Card, or eligibility.
- A satisfactory National Police Record Check.
- A current Victorian Driver's Licence with a safe driving history.
- Comprehensive vehicle insurance with evidence of cover (for travel to Amber Community work locations).

Qualifications

- Qualifications in group facilitation, psychology, social work, adult education, human services, or a related discipline.

Desirable

- Certificate IV in Workplace Training and Assessment.
- First Aid Certificate and/or Mental Health First Aid.

Skills & experience

- Ability to manage time effectively and deliver programs reliably, including availability for evening and weekend shifts as required.
- Demonstrated experience facilitating group education or psycho-educational programs, particularly in community-based settings.
- Experience working with participants who may display challenging behaviours.
- Strong communication skills, with the ability to engage with diverse participants in a professional, sensitive, and inclusive manner.
- Ability to work both independently and collaboratively as part of a team.
- Experience in maintaining accurate records, session notes, and completing evaluations in line with organisational requirements.
- Demonstrated initiative and problem-solving skills within clearly defined procedures.
- Understanding of confidentiality and privacy requirements in service delivery.
- Proficiency in using Microsoft Office 365 programs (SharePoint, Teams, Outlook) and other relevant technologies.
- Ability to manage time effectively and deliver programs reliably, including availability for after-hours and weekend commitments as agreed.

Desirable

- Previous experience working with individuals impacted by trauma, or experience in delivering road safety or similar community education programs.
- An understanding of road safety issues and current laws will be advantageous.

Acknowledgement

I have read and understand the contents of this position description and accept the following:

- Other duties may be required consistent with my classification from time to time.
- This position description is not to be considered as a complete list of responsibilities.
- My role is dynamic, and I am expected to continuously develop my skills and adapt to changes in the workplace.
- This position description is an evolving document, and I will actively engage in its development.

Full name:

Signature:
