



Australian Business Volunteers

POSITION DESCRIPTION AND SELECTION CRITERIA

Position title:	Program Facilitator
Position type:	Full-time, 12 month contract
Current position holder:	None
Department:	Corporate skilled volunteering, Australia and International Programs
Location:	Australian East Coast with frequent travel to Melbourne, Sydney, Brisbane and regional NSW (preference for Melbourne based)
Reporting to:	Joint reporting line Program Director, Volunteering Partnerships and General Manager, Australia Program
Supervisory role:	No
Liases with:	<p>Internal</p> <ul style="list-style-type: none">• Program Director/s• Senior Program Managers (SPM)• Program Management Office• Skilled Business Professionals (SBPs) – ABV’s network of skilled volunteers <p>External</p> <ul style="list-style-type: none">• Corporate partners and employees• Not for profit/ for purpose organisations• Program partners• Community partners• Suppliers

PURPOSE OF THE ROLE

The Program Facilitator will plan, prepare and successfully deliver immersive skilled volunteering group projects [Immersion] and engaging, interactive community workshops for ABV’s corporate clients and community partners. Following a clearly defined process, the Program Facilitator will endeavour to ensure value is delivered for ABV’s community organisations and corporate partners.

The objectives of this role are to:

- Deliver professional, effective, appropriate facilitation of groups and workshops to support the effective delivery of the project aims and outcomes, in line with project KPIs
- Develop and sustain sound, collaborative working relationships with key personnel in partner organizations, stakeholders and Program team
- Provide training, support and technical feedback to SBPs to build and standardise facilitation skills in line with ABV development principles and ensuring consistent program quality.

THE WAY WE WORK

ABV values collaboration and sharing of technical skills, experience and learning as imperative to the delivery of consistent, quality outcomes across all programs and partnerships.

The following principles guide the way we work together across the team.

Initiative

We take a strategic lead in working with communities, partners and other stakeholders. We use our initiative to make decisions and drive action.

Innovation

We are energetic and inquisitive. We are hungry to learn new things, engage with our community and do things differently. We explore innovative ideas and test our assumptions.

Implementation

We deliver with care and attention to detail. Our systems and our way of doing the work hits our KPIs and builds capacity and capability.

Impact

We make a difference in everything we do. We look for ways to amplify our impact. Our monitoring and evaluation systems provide transparency and accountability for communities, funders, partners and stakeholders.

KEY RESPONSIBILITIES

Skilled Volunteering Immersions

- Develop a detailed participant scope of work with the community partner, aligned to the skill sets of the corporate client's employees, ensuring it is clearly defined and feasible to deliver on within a short timeframe.
- Recruit, select and prepare corporate client employee skilled volunteer team including preparation of recruitment materials, communication, and onboarding.
- Coordinate the immersion activities from beginning to end, including management of logistics, compliance paperwork and communication with all stakeholders, ensuring clarity around the process, next steps, and engagement expectations.
- Act as a guide and coach for the volunteer project team and community partner throughout the immersion sessions (pre, during and post), following a clearly defined ABV immersion process to deliver a realistic, valuable outcome for the community partner, and an enjoyable learning experience for employees.

DRRF NSW – Capable Communities program

- Work with the SPM, program and community partners to design, prepare, coordinate and deliver highly effective workshops.
- Work with workshop delivery partners to create a safe space for engaging interaction, and proactive outcomes.
- Adapt facilitation style to audience needs to ensure achievement of workshop outcomes e.g. cognisant of non-verbal cues, trauma-informed engagement, inclusive of diversity.
- Work with the SPM to identify opportunity for further ABV support and engagement, networks and business development, through stakeholder engagement.
- Work with the SPM to effectively manage relationships all key stakeholders including community, Program partners etc.

International Program

- Work with Pacific staff team (including Business Hub Managers, ABH Project Officer and Pacific Program Officer) to make sure SBPs have shared understanding of ABV's development principles and consistent approach to facilitating training/workshops in line with project and program aims and objectives.
- Provide technical support and orientation to our Pacific SBPs to improve their facilitation skills.
- Have a sound understanding of ABV's capacity building programs and partners in Pacific region.
- Work with Program Directors to provide insights and feedback for ABV's Continuous Improvement.

Other

- Identify, manage and mitigate risks to ABV's programs and partnerships
- Media and promotions – ensure social media guidelines are prepared and agreed with the community partner, or corporate clients
 - With consent, take screenshots and in person photos, create social media posts and provide to ABV's Communications person.
- Support the effective monitoring and evaluation of facilitated workshops
- Prepare effective, insightful reports to tell the story of ABV's impact and work with Program and Communications and Marketing team to disseminate these effectively
- Other coordination and facilitation duties as required by line manager/s

ACCOUNTABILITIES

- Act as key relationship holder for program partners and corporate clients through the facilitation process, ensuring delivery of agreed key outcomes.
- Deliver program activities and agreed outcomes in line with the program approach, design, and mapped processes.
- Manage and report on program expenditure and forecasts specific to the program being delivered.
- Escalate issues as required to relevant line manager/s.

KEY PERFORMANCE INDICATORS

- Consistent provision of professional, high-quality services as measured by:
 - Smooth coordination of all logistics
 - Facilitation of all facilitated sessions undertaken in line with principles and ethos of ABV's program scope
 - Relevant and valuable outputs delivered for community partners, employees and corporate clients
 - Relationships with all key stakeholders managed to a high standard with positive feedback received from all
 - Immersion experience for corporate participants receive a Net Promoter Score above +50
- Timely and accurate regular updates and project reports per reporting schedule agreed with relevant line manager.
- Compliance with all ABV policies and procedures.

BUDGET AUTHORITY

- Manage allocated budget within <5%



SELECTION CRITERIA

Essential Requirements

- Minimum 3 years' experience in workshop and/or group facilitation (in-person, online and hybrid).
- Diversity of experience in the not-for-profit sector (domestic or international) operationally and in terms of governance, programming etc, preferred.
- Highly organised and planned, with strong attention to detail and follow up
- Highly developed workshop coordination skills and experience.
- Excellent relationship building and interpersonal skills, including verbal and written communication.
- Excellent cultural and linguistic diversity (CALD) awareness and skills, tailoring approach to meet participants in a culturally safe way.
- Highly developed people management skills and processes to effectively manage conflict inherent in a number of settings/situations and channel/address it constructively to find common ground and build shared understanding/empathy
- Comfortable with guiding from behind – allowing a group to form, structure their activities and arrive at a solution organically, when appropriate.
- Comfortable working online and competent in use of online collaboration and project management tools.
- Excellent presentation skills, clear understanding of the content to be delivered.

I have read the above Position Description and it has been fully explained to me by my manager/supervisor. I understand that I may, on occasion, be required to perform tasks not stated above. I clearly understand the role and its expectations.

Position Incumbent:	Name _____ Date ___ / ___ / ___
	Signature _____
Manager /Supervisor:	Name _____ Date ___ / ___ / ___
	Signature _____
CEO	Name _____ Date ___ / ___ / ___
	Signature _____