

CLASSIFICATION GRID: 31

BENCHMARK TITLE: GROUP FACILITATOR

BENCHMARK NUMBER: 82600

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Plans, promotes, arranges, facilitates, and evaluates group support programs.

TYPICAL WORK RESPONSIBILITIES

1. Facilitates group support programs to encourage skill development in areas such as self-esteem, coping skills, motivation, positive parenting skills, and the formation of mutual support networks. Reports difficulties to the supervisor. Provides related feedback, and follows up with clients as required.
2. Interviews clients, gathers background information, determines suitability for the program, and makes referrals to other programs as required.
3. Plans group support programs by determining content and structure, consulting with clients as appropriate.
4. Evaluates programs using information attained by observation and client feedback on issues such as group session effectiveness, and material presented. Reports feedback to the supervisor.
5. Arranges group support programs by performing duties such as scheduling session times, booking facilities, and acquiring materials.
6. Provides clients with program and community resource information.
7. Promotes group support programs by providing information to clients, the public, and healthcare professionals.
8. Completes and maintains related records and documentation such as group session evaluation summaries.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to analyze and resolve problems
- Conflict resolution skills
- Facilitation skills