

## Role Description

<b>Role Title:</b>	<b>Associate Program Facilitator</b>
<b>Position Number:</b>	105707
<b>Ministry/Corporate Portfolio:</b>	Mater Education
<b>Location:</b>	Newstead
<b>Enterprise Agreement/Award:</b>	N/A
<b>Classification:</b>	N/A

### Role Purpose

As a member of Mater Education Commercial team, the Associate Program Facilitator role predominately focuses on the foundational delivery of the High Value Conversations (HVC) Program across Queensland Hospital and Health Services and other externally engaged organisations.

This role collaborates with the Manager Programs & Partnerships and Lead Facilitator to teach Programs for identified external stakeholders. This position will leverage naturally inspiring and engaging facilitation skills to deliver innovative and contemporary learning and development programs within organisations.

To facilitate such corporate learning program delivery, travel throughout Queensland and interstate will be required including overnight stays. Virtual technologies will also be utilised for both the engagement of stakeholders and the delivery of Mater Education's suite of programs to external clients.

### Role Responsibilities and Accountabilities

Every Mater Person is required to understand and deliver on a series of responsibilities which they are accountable for. Mater People are required to act and work in the best interests of Mater and are accountable for their own behaviour, performance, development and contribution to the strategic and operational objectives of the organisation.

These accountabilities and responsibilities include, but are not limited to:

#### Your Position

- Deliver the HVC Program Foundation sessions and other small group facilitation, utilising a suite of program material to a wide range of external stakeholders.
- Apply appropriate and contemporary adult teaching and learning methodologies to achieve excellence in program delivery. This includes review and reporting of evaluation feedback and data for continuous quality improvement.
- Identify and apply engaging and effective facilitation approaches to optimise engagement and learning for a diverse participant cohort across clinical and non-clinical backgrounds.
- Maintain a focus on underlying self-capability development, and where required build technical competencies, skill, and accountability.
- Make use of and distribute appropriate resources to support continuous professional development of self and others in the team.
- Regularly assess the effectiveness of programs, development and service activity using a variety of qualitative and quantitative measures.

<b>Creation Date:</b>	June 2024	<b>Last Revision Date:</b>		<b>Version Number:</b>	1
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- In conjunction with the Lead Facilitator, make relevant content and program delivery changes that will ensure all programs are based on received feedback data, new or emerging evidence-based research and/or evolving external organisational needs and priorities.
- Guide, coach, and provide curious, respectful, and helpful 'With Good Judgement' feedback to peers and colleagues regarding performance or behaviour.
- Consistently and visibly role-model and strengthen Mater's cultural focus on accountability and feedback within both internal and external relationships.
- Commit to and foster a psychologically safe environment for communication and feedback within immediate Mater Education Commercial team; and
- Perform additional duties as needed to support the overall functioning of the Mater Education Commercial team.

### Your Organisation

- Accept, adhere to and promote workplace safety in accordance with the relevant legislation, standards, policies, procedures and frameworks that promote 'zero harm' to Mater People and 'zero preventable harm' for patients.
- Participate in creating an environment that strives for customer satisfaction.
- Participate in meetings and forums as required.
- Foster a collaborative work environment and maintain open communication through effective interpersonal skills and appropriate forums.
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations.
- Fulfil required corporate, mandatory and other education and/or professional development and competency requirements within stipulated timelines.
- Accept individual responsibility and accountability for own performance and professional development.
- Accept and adhere to all policies and procedures of Mater and your employment location; and
- Undertake other duties/responsibilities as directed by your direct Reporting Authority or other designated authority(s).

### Selection Criteria

Suitability to the role shall be determined by suitability to meet/satisfy the following stated qualifications, skills, knowledge and experience. Other additional qualifying criteria, such as licenses, registration and/or vaccinations relevant to this role are prescribed by Mater policies and procedures.

#### Qualifications

##### Mandatory

- Minimum of 2 years' experience in corporate learning program facilitation.

##### Desired

- A Bachelor or other tertiary qualifications in a relevant field including, adult education, psychology, learning and development, Human Resource Management, business and/or equivalent.
- Relevant and recent experience in education program facilitation within the Australian healthcare context.
- Certificate IV in Training and Assessment.

#### Skills, knowledge and experience

- Experience in delivering face to face adult learning program facilitation to small-medium size groups.
- Demonstrated ability to execute tasks and set priorities with limited direction.
- Strong agility to adapt to changing demands and comfortability working in a dynamic and evolving organisation.

### Behavioural Standards

Every Mater Person shall adhere to the Mater behavioural standards that include the Mater Mission, Values and Code of Conduct as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and action, and holding self and others to account for these standards.

### Mission, Vision and Values

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater People are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected Mater People will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services.

*Our mission*

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

*Our vision*

To empower people to live better lives through improved health and wellbeing

*Our values*



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity



We strive for excellence