

**Benchmark Title****GROUP FACILITATOR****Job Summary**

Recruits and selects participants. Promotes and delivers established programs by planning and conducting group sessions.

**Key Duties and Responsibilities**

1. Conducts group sessions such as workshops and courses to support skill acquisition and build on current skills in the areas of basic communication, anger management, stress management, parenting, self esteem and other related topics.
2. Recruits and selects participants for the program based on their skills and needs.
3. Plans group sessions in accordance with the program manual or guidelines and the participants' skills and needs. Prepares for group sessions by reviewing program manuals and other related materials.
4. Promotes the program by performing duties such as distributing brochures and posters to the community and making presentations to community organizations.
5. Ensures that the necessary facilities, equipment and materials are available for the sessions.
6. Conducts evaluation and obtains client feedback on group effectiveness, material presented and facilitation style. Reports any difficulties to the supervisor.
7. Maintains contact with clients between sessions to provide follow up support if necessary such as reviewing course materials and clients' needs.
8. Maintains related records and reports in accordance with established policies and procedures.
9. Maintains up-to-date knowledge of community resources to provide program-related information to clients.
10. Performs other related duties as required.

**Qualifications***Education and Knowledge*

Certificate in a related human / social service field.

*Training and Experience*

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

# COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

**BENCHMARK TITLE:     Group Facilitator**

| FACTOR              | REASON FOR CLASSIFICATION   | DEGREE | POINTS     |
|---------------------|---|--------|------------|
| 1                   | Education and Knowledge – Requires a certificate in a related human/social service field  | 3      | 56         |
| 2                   | Training and Experience – Requires 1 year recent related experience   | 3      | 75         |
| 3                   | Physical Demands – Work often involves very light physical exertion such as writing, keyboarding and standing   | 2      | 14         |
| 4                   | Concentration – Often listens to participants to respond to inquiries   | 4      | 33         |
| 5                   | Independence – Guided by general procedures or instructions, selects from alternative courses of action to plan and conduct group sessions in basic communication, anger management, stress management and other related topics | 4      | 57         |
| 6                   | Judgement – Assesses client skills and needs and chooses an approach in accordance with program manuals to plan and conduct group sessions  | 4      | 57         |
| 7                   | Leadership/Supervision – Little or no responsibility  | 1      | 20         |
| 8                   | Accountability – Work has direct impact on the delivery of group sessions, and is evaluated for compliance with the program manual and overall appropriateness – limited impact outside the agency                              | 4      | 57         |
| 9                   | Communication – Facilitates participation in groups dealing with basic communication, anger management, stress management, parenting, self esteem, and other related topics   | 4      | 57         |
| 10                  | Care of Individuals – Conducts group training programs  | 3      | 30         |
| 11                  | Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with group participants who are uncooperative  | 4      | 33         |
| <b>Total Points</b> |   |        | <b>489</b> |