

CAYMAN ISLANDS GOVERNMENT

DEPARTMENT OF COUNSELLING SERVICES

JOB DESCRIPTION

Job Title: Programme Facilitator **Reports to:** Programme Coordinator, The Family Resource Centre
Jobholder: **Cost Centre:** 244001

1. Job Purpose

To assess the needs of families and individuals identified through self referrals or collaboration with community partners and other professionals, and develop appropriate case plans that address identified needs. Through the development and delivery of a comprehensive range of programmes that employ a strength-based approach, the post holder will provide the foundation for the development of healthy families within Caymanian society. In addition, the post holder will promote positive family values through large scale public awareness campaigns as well as media appearances to complement individualised approaches.

2. Dimensions

- The post holder is one of seven staff members occupying this role.
- Each staff member will be responsible for developing and managing approximately 30 – 45 case plans at any given time.
- Programmes will be delivered across the Cayman Islands.
- Family programmes will address a broad range of complex topics such as Family violence, strength-based parenting, gender equity, childhood development, alcohol and drug issues, youth violence, and individual growth and personal development.
- Programmes will be developed in accordance with best practice standards, and taking into account the Caymanian family context.
- Long term programmes and workshops will vary in length from 8 – 12 weeks. The post holder will be responsible for the development and delivery of approximately 4 – 8 such programmes per annum to meet identified needs as they emerge.
- In conjunction, less intensive workshops and presentations will be offered by the staff. Each staff person will be responsible for the development and delivery of approximately 10 – 15 such workshops/presentations.

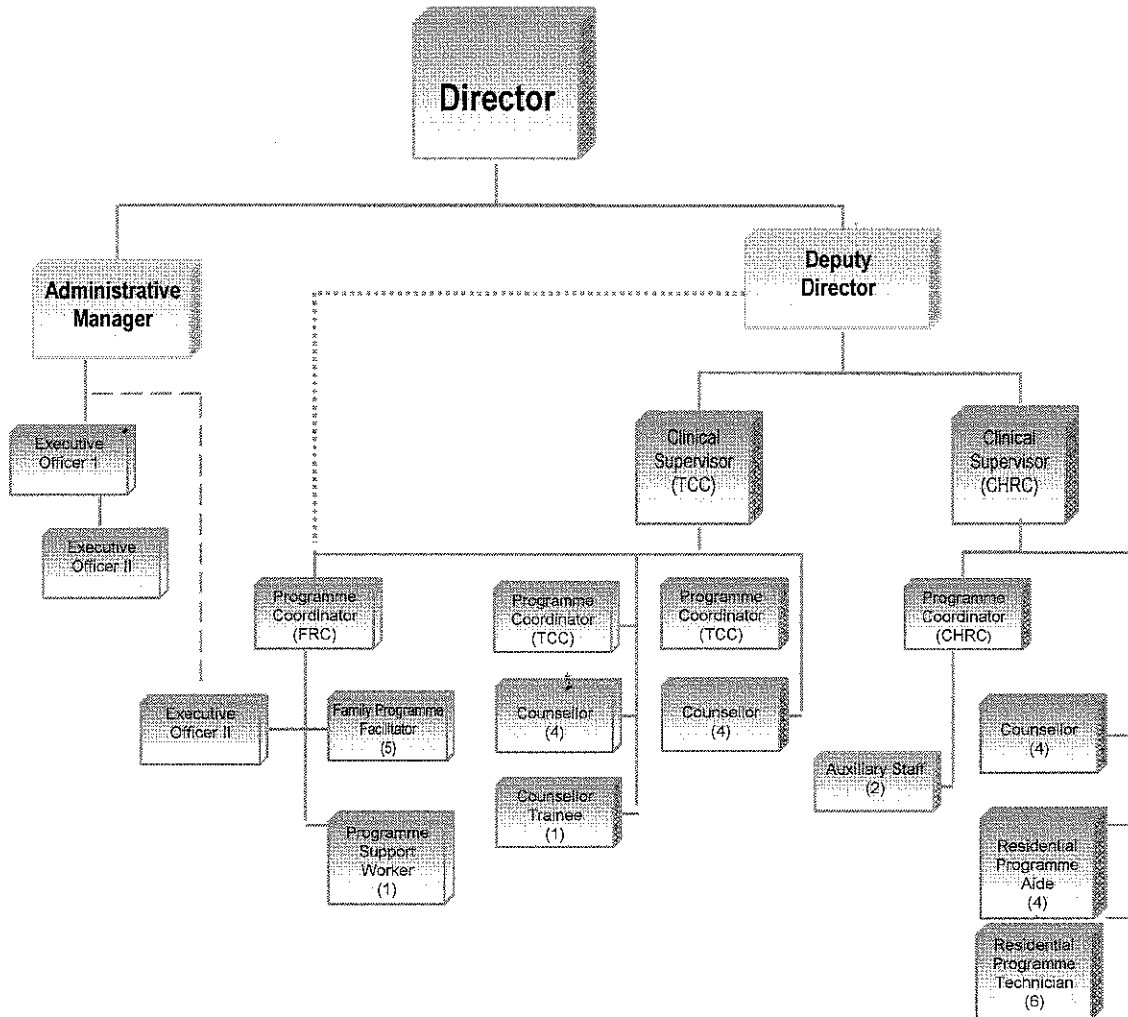
- The post holder will be responsible for 10 – 20 media/radio appearances.

3. Principal Accountabilities

Accountability	% Time
<p><u>Case Management</u></p> <ul style="list-style-type: none"> • Conduct intakes on clients presenting for service at the agency • Conduct thorough assessments on all families and individuals presenting for service in order to ascertain their needs. • Develop an appropriate individualised case plan to address the diverse needs identified. • Effectively manage clients who present to the agency in crisis in order to de-escalate the situation and assist the client to access the necessary and appropriate services. • Maintain regular contact with clients through case management to provide ongoing assistance and advocate with other agencies, make necessary referrals and coordinate the services to assist clients in accessing appropriate resources to meet their individual or family needs. • Complete all client documentation in a timely manner and in the format prescribed by the agency. 	<p>30%</p> <p>30%</p>
<p><u>Programme Development</u></p> <ul style="list-style-type: none"> • Recommend and develop new programmes and skills building workshops to address the needs of individuals and groups as identified through case management as well as referrals from partner agencies. • Liaise with Community groups to identify areas of concern within communities, and research and develop appropriate programmes in response to these issues. 	<p>15%</p>
<p><u>Programme Delivery</u></p> <ul style="list-style-type: none"> • Deliver psycho-educational workshops that seek to empower individuals and families within the Caymanian context. • Conduct group sessions aimed to increase coping skills and build on strengths within the participants' lives. • Deliver and coordinate long term training programmes to improve life skills such as parenting, and to address issues 	

<p>such as family violence.</p> <ul style="list-style-type: none"> • Conduct individual sessions with clients in order to improve their family relationships and promote personal growth. 	15%
<p><u>Public Education</u></p> <ul style="list-style-type: none"> • Provide public education through various media formats on a variety of topics in an attempt to heighten public awareness and encourage social action. • Contribute to the publication of the agency's monthly newsletter on an ad hoc basis. 	10%
<p><u>Administrative duties</u></p> <ul style="list-style-type: none"> • Provide information to the Programme Coordinator to assist with the compilation of monthly, quarterly and annual agency reports. • Conduct evaluations (such as client satisfaction questionnaires, pre and post test) on individual programmes to provide a comprehensive review of the agency's programming to ensure compliance with best practice and that programmes are effective in reaching their intended target population and addressing identified needs. 	

4. Organization Chart



5. Background Information

The Department of Counselling Services is responsible for providing quality cost-effective, evidence-based treatment and prevention services within the Cayman Islands. Client populations include persons suffering from trauma, addiction, family and relationship difficulties, mental health issues and individual psycho-social problems.

The post holder will be responsible for assessing the needs of families and individuals, developing case plans to address identified needs, recommending and developing appropriate programmes that target the specific issues, and through

referral and case management advocate on behalf of the client with partner agencies for complementary services.

The post holder will be located in Grand Cayman but will travel to Cayman Brac and Little Cayman for the delivery of skills building workshops and presentations, public awareness campaigns as identified in consultation with the community, fellow staff members and partner agencies.

6. Knowledge, Experience and Skills

The post holder should possess a Bachelor's Degree in the Social Sciences or Human Services field with 3 years experience in a clinical setting **OR** an Associate Degree or a relevant Certification in the Social Sciences or Human Services field with 5 years experience in a clinical setting.

Prior experience providing direct services with an empowerment focus and utilising a strength-based approach to families will be essential.

Additionally, significant previous experience conducting group counselling sessions is essential as the post holder will be required to work independently and must be able to appropriately manage challenging situations in group settings. Prior experience working one-on-one with clients is also required.

The post holder must also be able to conduct assessments to determine the needs of families and individuals, and must therefore be able to exercise sound clinical judgment in order to appropriately match clients' needs with available resources.

A significant portion of the responsibilities of this post involves public speaking, group facilitation, and media appearances. As such, excellent oral and written communication skills are essential.

Similarly, the post holder should possess programme development and evaluation skills as they will be required to recommend and develop new programmes in response to the changing needs of clients who present for service.

Proficiency in Microsoft Word and Power Point in addition to strong organizational and planning skills are essential.

7. Assignment and Planning of work.

The post holder will assume responsibility for assessing clients who present for service at the agency, and these clients will be assigned for ongoing case

management through weekly case staffings. In addition, the post holder will be responsible for identifying needs within families, recommending appropriate programmes to effectively address the issues, and developing and delivering the programmes of the agency.

While the Programme Coordinator may allocate specific projects and programmes to be completed within given guidelines, the post holder will be required to work independently to manage their assigned cases, and develop and deliver the content of the agencies programmes.

8. Supervision of others.

The post-holder will not have supervisory responsibility for staff. However, there may be a requirement from time to time to oversee the work of any volunteers who assist with specific projects or aspects of programme delivery.

9. Other work relationships

In addition to working closely with other members of the Family Resource Centre Team, the post holder will make referrals to and receive referrals from other professional staff within the Department of Counselling Services. Similarly, the post-holder shall liaise on a regular basis with the Community Development Officers and Social Workers in various districts in order to ensure that programmes are developed to respond to the needs of various groups identified through their work in the communities. The post holder will also need to advocate on behalf of clients with other partner agencies such as the Department of Children and Family Services, the Cayman Islands Crisis Center, the Department of Community Rehabilitation, and the Courts to ensure a holistic approach to case planning.

10. Decision making authority and controls

The post-holder reports to and works under guidelines provided by the Director, including the Department's Clinical and Administrative Manual.

The post holder assumes responsibility for managing their assigned cases, recognising that each individual case is unique with it's own specific range of issues that will require a matrix of programmes and workshops in addition to liaising with multiple partner agencies to effectively address the issues identified.

As the post holder will not only be required to work as part of a team but also deliver programming independently, they must demonstrate the ability to exercise sound judgement when faced with challenging situations. However, given the nature of the work, it is essential that the post-holder access regular supervision to ensure continued use of best practice in all aspects of their work.

11. Problem Features.

Accessing help can be the result of a stressful time in a person's life and as a result they often present to the agency in crisis. This requires staff to exercise their duty of care with confidence, consistency, and professionalism.

Further this requires the post holder to recognize and safely respond to disruptive and threatening behavior *before* a crisis incident occurs. In addition, if behavior *does* escalate to violence, having the critical skills to maintain the safety of everyone involved is essential.

The position requires flexibility in working hours as workshops and group sessions will often be facilitated outside of standard working hours.

Additionally, there will be a requirement to travel within the communities of Grand Cayman and on occasion to Cayman Brac and Little Cayman to support the work of other agencies that have a presence there and to include those communities in programming that may be relevant to their needs.

An ability to periodically work under pressure to produce results is required.

Professional integrity, confidentiality regarding information being handled, and sensitivity to the special needs of clients are requirements of the position.

The post holder must be cognizant of the fact while running groups, that the clients may have a variety of literacy levels and be able to adjust their delivery method as required to best suit their clients needs.

12. Working Conditions

The post-holder will work a 37.5 hour week and is required to work between both the central office location and various locations throughout the community.

Normal office hours are 8.30am to 5.00pm, but some flexibility in work hours is required to meet the demands of the position. Compensation by time off in-lieu is to be arranged in prior consultation with the Programme Coordinator. The post holder is expected to comply with the Ministry of Health, Environment, Culture and Housing Policies and Procedures.

AGREED BY:

Post-holder: _____

Date: _____

Head of Department: _____

Date: _____

Judith Seymour

Chief Officer: _____

Date: _____

Jennifer Ahearn