

Facilitator Development Coordinator

Position description

About Blueprint

Blueprint for Learning (Blueprint) is one of New Zealand's largest training providers in mental health, addiction, and disability, dedicated to both workforce development and community training. We aspire to enhance the wellbeing of people and communities through inspirational learning. Blueprint. We are NZQA registered, demonstrating our commitment to quality, productivity, and customer satisfaction.

Blueprint recognises the importance of whānau, hapū and iwi within Aotearoa. Our goal is to establish high trust collaborative relationships with Māori and to align our services to consider and reflect Māori aspirations and equity within our work.

Blueprint works directly with Te Pou, a national centre of evidence-based workforce development for the mental health, addiction, and disability sectors in New Zealand.

Position Purpose

To provide coordination, leadership and oversight of the workshop facilitators contracted by Blueprint for Learning to ensure consistency and quality of workshop delivery, and facilitator performance. This will be achieved through implementation of:

Contribute to the recruitment of new facilitators and lead the delivery of an induction programme, including coaching and mentoring as part of the onboarding process. Programme of facilitator observations to track consistency and performance and provide development feedback and coaching. Observations take place at in person and online workshops. Attending in person workshops involves travel around New Zealand.

Leading the planning and delivery of annual facilitator training events

There is a need to work and communicate effectively with colleagues across Blueprint for Learning, including the wider workshop facilitator team.

Position Focus

Your role will focus on the following areas:

Onboarding of new workshop facilitators

Coordinate Blueprint for Learning's induction, mentoring and coaching programme to support the onboarding of new facilitators through the following activities:

- The recruitment of new facilitators, and implementation of the induction programme
- Monitor mentoring and coaching hours and budget.
- Coach and support the team of mentors.

Liaise with Project Leads to allocate mentors to new facilitators.

- Liaise with Project Leads to schedule mentored workshop attendance for new facilitators.
- Review mentors' reports after each mentoring or coaching session.
- Advise the Project Lead of any potential risks with new facilitators.
- Arrange additional and one-off coaching, as required.
- Coordinate and arrange an observation and completion of the Facilitator Development Tool when advised by the new facilitator and their mentor that they are ready for independent delivery.
- Advise Project Lead when a new facilitator is ready for sign-off, including anyone demonstrating advanced co-facilitation skills that can be fast-tracked.
- Maintain file documentation in respect to the coaching, mentoring and sign off as part of the new facilitator onboarding process.
- Provide summary reports as required.

Facilitator quality

Oversee the quality of facilitator delivery through the following activities:

- Coordinate, arrange and undertake facilitator observations using the Facilitator Development Tool to ensure quality of workshop delivery and facilitation skills. You will be required to send an observation invitation and the Facilitator Development Tool two weeks prior to the observation to the facilitator.
- Maintain a schedule of facilitator observations based on the observation process that is as efficient as practicable.
- Arrange a zoom debriefing within two weeks of the observation that would be based on the completed Facilitator Development Tool.

Using the Facilitator Development tool, discuss delivery observations with the facilitator including their self-review comments, observer comments, workshop participant evaluation results, overall rating and any required actions in the Facilitator Development Tool. The final completed Facilitator

Development tool to be shared with the facilitator.

- Advise the Project Lead of the outcome of the observation and share the completed observation tool, to enable decisions as to development requirements if any, and frequency of observations.
- Maintain file documentation in respect to the observation process, ensuring that the facilitator development tool is completed and required actions noted.
- Provide summary reports as required.

Facilitator Development

Assist Blueprint team members with facilitator development activities. These may include:

- Reviewing and developing procedures and tools.
- Planning and supporting Facilitator Training events
- Co-facilitate the new facilitator training day.
- Deliver mentor and coaching skills training when required.
- Planning and Delivering sessions at Facilitator Training events.
- Sourcing and arranging professional development where appropriate.
- Work with the Blueprint for Learning Manager, Project Lead or Manager Learning and Development to conduct any facilitator disciplinary investigations.

Attributes

Inspirational: Inspiring others to be their best

Brave: The courage to meet challenges in pursuit of a better world

Adaptive: Ability to change to suit different conditions

Connectors: Connecting people and ideas for creative outcomes

Futured: Foresightful, forward looking and prescient

Ethical: Ethics before ego

Aroha: Love, caring, compassion and empathy for others

Whānau: Nurturing a family-like culture

Requirements

Essential to the role

- Values lived experience of mental distress and or substance use and recovery, and disability
- Experience of applying adult learning principles
- Coaching or mentoring experience
- Willingness and ability to travel throughout Aotearoa New Zealand to conduct facilitator observations.
- An understanding and experience of quality management or continuous improvement
- A minimum of five years education facilitation experience
- Familiar with co-facilitation
- A current evidence based understanding of mental health and addiction challenges, and disability
- An understanding of recovery principles and strength based approaches, and the social model of disability.



- Excellent interpersonal skills with ability to provide feedback and support people's development
- Excellent communication skills, both verbal and written
- Excellent time management skills
- Strong administration skills
- Keen attention to detail
- A strong ability to participate and collaborate as a member of the team
- Commitment to personally apply the principles of Te Tiriti o Waitangi in the work you do.
- Use inclusive and culturally relevant practices in your work
- Embrace diversity and demonstrate inclusive behaviours
- Reflects the Essential level of *Keeping it real* across the seven Real Skills in work practices.
- Display a passion for working with the sector to improve and advocate for people's wellbeing.

Preferred

- Workshop facilitation experience in the mental health and or addiction sector
- A qualification in Adult Education