

POSITION DESCRIPTION



JOB DETAILS	
JOB TITLE	Senior Program Facilitator
LOCATION	Dunsborough WA
STATUS	Permanent full time
REPORTS TO	Manager - Program Delivery
DATE	Feb 2021

ROLE PURPOSE
<p>Deliver high energy, fun and meaningful expedition, cultural immersion, outdoor and Rite of Passage programs to a diverse customer group.</p> <p>As a senior facilitator lead, train, mentor and support the development of the AW facilitation team.</p> <p>Support and contribute to the development and design of AW programs.</p> <p>Support the logistics and delivery of programs as needed including acting as Program Director</p>

DUTIES AND RESPONSIBILITIES
<p>Core objectives include:</p> <ul style="list-style-type: none">• Direct or facilitate and deliver an excellent program experience to all AW clients• Commit to the continual improvement of facilitation / delivery skills• Develop and deliver training to the AW internal and casual facilitation team• Lead, mentor and support new and emerging AW facilitators on program• Develop and deliver presentations and training to AW school clients.• Continual program improvement to evaluate and redesign AW programs, face to face and online• Support logistics team in the planning and preparation of programs and the management and maintenance of all program equipment.• Operate in a professional manner with an optimistic approach• Quickly and effectively develop positive relationships with participants and clients• Effectively model the Social and Emotional Capabilities to customers during program facilitation• Manage the safety and risks associated with delivering outdoor activity programs• Facilitate all programs in alignment with AW policies, risk management strategies and standard operating procedures• Support Directors in achievement of strategic objectives relevant to program delivery and team management• Other duties as required by management or HQ staff <p>The above list is not exhaustive, and the role may change to meet the overall objectives of the company.</p>

QUALIFICATIONS
<p>REQUIRED</p> <ul style="list-style-type: none">• Current Working with Children Check• Driver's License• Valid Australian Working Visa• Current Senior First Aid and CPR• Community Surf Rescue or Bronze Medallion• Mental Health First Aid

- Formal qualification in one or more of the following (or willingness to undertake study)
 - Facilitation
 - Coaching
 - Positive Education
 - Counselling
 - Transformational program delivery
 - Training and Assessment

Required (or willingness to undertake study)

- Diploma or Cert IV in Outdoor Recreation or equivalent
OR
- Accredited qualification in two or more of the following
 - Wilderness/Remote First Aid
 - High/Low Ropes Challenge Course
 - Flat Water/Kayak/Canoe Instructor
 - Mountain Biking Coaching
 - Rock Climbing/Abseiling
 - Bush Walking

EXPERIENCE

- Min. 3 years' experience facilitating, outcome-focused programs or workshops – in contained and uncontained natural and expedition environments.
- Demonstrated experience facilitating a diverse range of programs to a diverse client range
- Experience building group connection, engagement, comfort, and safety, emotionally and physically.
- Experience managing the safety of a group and mitigating risk in a contained and uncontained outdoor environment, for overnight and or expedition programs
- Experience pre-briefing and de-briefing a range of experiences and activities to increase participant-centred learning
- Experience delivering transformational, outcomes-focused programs in a range of environments
- Experience training, mentoring, and supporting a team learning environment
- Experience developing a team coaching culture for openness to giving and receiving feedback.
- Experience in design and development of experiential programs

KNOWLEDGE

- Demonstrated knowledge and understanding of the Australian outdoor education sector
- Knowledge and understanding of the Australian Adventure Activity Standards
- Developed understanding of the benefits of effective facilitation, coaching and counselling in an outdoor adventure context
- Developed understanding and application of the following models and frameworks:
 - Facilitation
 - Coaching
 - Counselling
 - Positive Psychology/Education
 - CASEL
 - Contemporary Rite of Passage

SKILLS & COMPETENCIES

- **Optimistic Approach:** Demonstrate and practice skills that foster a positive approach to work and the team environment.
- **Customer Service Driven:** committed to providing a safe, fun, engaging customer experience and to meet AW strategic objectives.
- **Communication:** exceptional communication skills, with the ability to communicate with internal team and various stakeholders clearly and professionally.
- **Emotional Intelligence:** demonstrated capacity to be aware of, control and express emotions in a way that models, fosters and grows positive culture in the team.

- **Teamwork:** willingness to lead, mentor and support others as required and get on with team members.
- **Resilient to Pressure:** able to continue to deliver quality work during high volume, high pressure peak times.
- **Outcomes Driven:** able to identify the key outcomes and always deliver them to a high quality.

PERSONAL ATTRIBUTES

- Approachable
- Energetic
- Communicator
- Problem solver
- Optimistic
- Professional
- Leader

POSITION REQUIREMENTS

- Must be physically and emotionally fit and healthy to lead and undertake outdoor adventure activities
- Bring a high level of facilitation skills and the ability to lead, train and motivate a team.
- Ability to work independently to deadlines and collaboratively as part of a leadership team
- Overnight stays are a requirement of this role during program delivery periods
- Extensive travel required within the South West and WA
- This position is based in Dunsborough, WA 6281

Application Process

Please provide your current CV and a cover letter providing examples of how you meet both the position description and how your personal attributes, skills and competencies will make you the right person for this job.

Salary Package

A competitive salary package will be offered along with a 4 x 4 vehicle to the right person.

Please forward your application to mary@adventureworkswa.com.au