Job Outcomes Description: Program Facilitator Level 1, I CAN Network

Purpose of the Program Facilitator Level 1

I CAN Network's Program Facilitators Level 1 operate under general guidance and are responsible for the delivery of mentoring programs - whether in a school/ community setting or online. This involves mentoring Autistic young people, facilitating group (either face-to-face or online) or individual mentoring sessions, coaching a Mentor, and managing the relationships and expectations of customers. Program Facilitators Level 1 are people with an 'I CAN' attitude and a connection/ passion for the strengths of Autistic/ neurodiverse people

Program Facilitators Level 1 need to be able to work in a highly flexible organisation which is rapidly building the required systems to be able to support a diverse range of individuals and communities across Australia. Program Facilitators will coach and support their assigned Mentor to deliver mentoring programs and will report directly to an I CAN Manager. Mentoring sessions occur on either a weekly or fortnightly basis and the Program Facilitator Level 1 will be responsible for the preparation, planning, set up, rehearsal and Mentor coaching, group or individual mentoring delivery, and debriefing with the customer and Manager.

Program Facilitators Level 1 need to have good oral and written communication skills with clients as these skills are vital in achieving a customer satisfaction rate of greater than 75%. Program Facilitators Level 1 will also need to be confident in creating space for Mentors and Trainees to receive training in facilitation, planning, and role succession: teamwork and training is a vital part of this role. Successful applicants will be able to relate to program mentees and have flexible availability for mentoring engagements throughout the week.

All applicants must have the ability to gain a Working With Children Check (**"WWCC"**) or state equivalent in submitting an application. If they are accepted for the role, they must apply for and obtain an 'Employee' WWCC (or state equivalent) in order to commence work.

Key Position Information	**Date updated: January 2025**	
Title: Program Facilitator Level 1	**Position Reports to:** Deputy CEO and/or National Online Mentoring Manager	
Primary Purpose of Position	**Interests**	**Capabilities**
I CAN Ltd's Program Facilitators Level 1 operate under general guidance and are responsible for the delivery of mentoring programs, whether in a school/community setting or online. This will involve coaching, mentoring, meeting the expectations of stakeholders, and a range of operational tasks which will vary depending on the relevant team member or customer.	• Passion for youth • Passion for supporting Autistic young people and their talents • Passion for online technology and platforms • Belief in I CAN Network's Values	• Listening • Teamwork • Communication • Group facilitation • Supporting individual goal achievement • Stakeholder engagement • Coaching and supporting mentors • Small team management • Basic technology skills • Basic budgetary understanding

Job Outcomes	Key Performance Indicators	Targets
1. Compliance with I CAN Network Ltd policies and procedures	• Holding a valid Working with Children Check and/or State equivalent (Employee version). • Strict adherence to I CAN Network Ltd's policies and procedures, including *I CAN Ltd Code of Conduct* and *Child Protection/ Commitment to Child Safety Policy*. • Maintaining dialogue with the Regional Manager and/or National Online Mentoring Manager on meeting child protection obligations.	• Compliance with the policies of I CAN Network. • Risks are known and effectively managed. • Complete all online Training Modules as required of the position.
2. Facilitation and Reporting of Group or Individual Mentoring Sessions	• Ensuring achievement of the I CAN Ltd Outcomes Framework for mentees by adapting the delivery of I CAN Ltd's prescribed mentoring modules in a way which is relevant for the diverse support requirements and strengths of assigned mentees. • Satisfying the Expectations of Delivering I CAN Mentoring, which can be summarised as follows: 1. 'Clocking on'/ setting up 2. Delivery and debrief 3. Planning and preparing 4. Administration and documenting • Raising potential conflicts or issues immediately with the Regional Manager or National Online Mentoring Manager. • Providing other updates/ short reports to parents or schools as necessary. • Where relevant, completing NDIS reporting notes before the next session.	• Baseline and end-program data surveys are conducted across both group and individual mentoring programs. • Results of program data indicate greater than 75% student, teacher and parent appreciation of the program. • Programs have accurate attendance data. • Adhere to I CAN Network's dress code and maintain professional standards in all programs. • Ensure high level and comprehensive notes are taken for each participant after every session attended.
3. Supervision of Mentor staff member during group mentoring sessions	• Supervising assigned Mentor during the actual delivery of a group mentoring session. • Ensuring achievement of the I CAN Ltd Capability & Performance Framework through coaching/ delivering feedback to the Mentor (1 x mentor per group mentoring session) on preparing/ delivering content and engaging stakeholders. • Ensuring that feedback is delivered during set up and debrief of the sessions to Mentors as each week progresses.	• Attend regular catch ups/ provide updates to Regional/ Online Mentoring Managers.

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4. Delivery of speaking services	• Delivering 'program talks' such as parent information sessions and student motivational talks, as required, based on the scheduling and delegation by the Regional Manager. • Contributing, as required, to the delivery and presentation of I CAN Professional Development Workshops.	• Scheduled or assigned speaking engagements are delivered on time and to a high professional standard.
5. Stakeholder Engagement	• Working constructively with all stakeholders to run effective mentoring programs.	• Facilitate debriefs with customers/ stakeholders.
6. Administration	• Maintaining a regular communication loop between the Mentors, Regional Manager, National Online Mentoring Manager, and Accounts, in particular in relation to service delivery. • Updating the Manager and Accounts on any changes to program delivery to ensure administrative and reporting processes meet customer and staff expectations.	• Respond to all I CAN Network and customer communication promptly. • Facilitate debriefs with I CAN Mentors and school staff .

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