

Programme Facilitator

Job Description



Responsible To:	Head of Programmes and Participation
Responsible For:	None
Contractual Hours:	37.5 hours/week
Salary Level (Per Annum):	£27,500 to £31,500 per annum (depending on experience)
Annual Benefits:	25 days pro rata (Plus public holidays and days between Christmas and New Year); pension scheme, clinical supervision, wellbeing allowance

Main Purpose of the Role

Khulisa, meaning 'nurture' in the Zulu language of South Africa, is an award-winning charity dedicated to providing therapeutic support to young people. We focus on reaching those who are most at risk – young people from deprived communities who are often marginalized, vulnerable to exclusion, and at heightened risk of becoming involved in crime. Our approach centres on safe, exploratory methods that aim to understand behaviour and experiences often rooted in trauma, abuse, and neglect. We deliver intensive therapeutic programs within educational and community settings, empowering young people to confront the underlying causes of their emotional distress and work toward healing. To create lasting, sustainable change, we work to establish trauma-informed environments around young people by equipping parents, caregivers, educators, and other professionals with the tools they need to offer effective, supportive care. Currently, our services are active in London and Manchester.

As the post holder you will be responsible for delivering our front-line work to young people, parents and other adults (professionals). You will work in schools and in community settings across London to generate impact for young people using Khulisa's trauma-informed approach. **This role requires an enhanced DBS check.**

The post holder will be required to work from home permanently but be willing and able to easily travel regularly to various locations in London as necessary to fulfil the requirements of the role, to deliver aspects of the programme, and to engage with other stakeholders and colleagues.

Main Duties and Responsibilities

Programme Delivery:

- Facilitate the delivery of sessions in our flagship Face It programme and modular workshops to young people, our Nurturing Connections programme for parents and carers, and our trauma training for professionals.
- Facilitate delivery to a high standard in all settings (schools, youth services, and community spaces), ensuring that you are always taking a trauma informed approach.
- Facilitate various youth participation workshops, co-delivering with young people as much as practicable.

- Respond to any questions, disclosures or safeguarding concerns raised during sessions and follow up where necessary with the relevant safeguarding teams or, where consent is secured, make onward referrals for additional support in specific cases.
- Contribute to the continuous development of all aspects of the programmes, sharing new ideas and using best practice.
- Capture and maintain accurate records of programme activities, including record of input, output, and outcomes as well as demographics data.
- Take direct responsibility for logistics of individual programme delivery or activity, including scheduling, resourcing and liaising with schools and other partners to ensure effective delivery.
- Collect programme impact data through own delivery.
- Where possible during delivery, generate multi-media content for the use of colleagues in communications to use in updating the Khulisa website and for social media.

Additional Duties and Responsibilities

- Objectively review the successes and achievements of each delivery session facilitated against programme or activity objectives, identifying and implementing opportunities for making ongoing improvements.
- Depending on experience and qualifications, to be receptive to any other duties as required by the line manager and in line with the needs of Khulisa.
- To develop and maintain good working relationships with colleagues and other professionals, and to participate in team meetings.
- To participate in personal supervision in accordance with Khulisa's supervision and performance appraisal policy and attend agreed training as relevant.
- At all times to carry out the responsibilities of the post in a manner consistent with promoting equalities and diversity and demonstrate respect for colleagues and Khulisa's aims and values.
- To maintain an awareness of own and others' health and safety and comply with Khulisa's Health and Safety policies and procedures.
- Occasional evenings and weekend (events) may be involved with time off in lieu agreed.

All job descriptions are subject to periodic review

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Person Specification



The following are the qualities we believe to be necessary to do this job. In your application, you should clearly show how your skills/experience and potential meet all the required points under 'Abilities/Experience', 'Qualification', and 'Knowledge/Skills' as the short-listing decision will be based on assessment against these criteria. Where possible give examples.

The final selection process will also seek to assess these characteristics.

1. Abilities/Experiences

- Experience of, and being trained to work in, trauma informed environments
- Experience in youth social work, youth justice, or other youth work.
- A clear passion for working with young people, including working with young people /children in crisis, who have a history of multiple ACEs and present currently with social and emotional dysregulatory problems which may impact on school or social engagement.
- Ability to facilitate workshops and other forms of delivery which involve building emotional intelligence, personal and social insights, teaching coping skills, and managing challenging behaviour and processing psychological defences and emotional difficulties, including during group interventions.
- Ability to use a variety of delivery methods, including highly interactive engagement approaches.
- Experience of monitoring safeguarding during the process of delivering to groups and providing reports of risk mitigations to third parties and to Khulisa.
- Demonstrable ability to work with young people where there are safeguarding concerns and follow locally agreed safeguarding procedures.
- A confident ability to facilitate workshop and other forms of delivery to adults – parents and professionals – in group settings.
- Ability to co-deliver activities with young people and adults who may be health, educational or social care workers, parents and carers
- Ability to manage and self-regulate own emotions and stressors with the help of supervisors and managers.
- Excellent administrative skills including managing timely recording of safeguarding concerns, documenting of risks and risk management practices and full participation with clinical and management supervision meetings

2. Qualification

A recognised therapeutic qualification in in drama therapy, art therapy, psychotherapy, counselling or psychology, or relevant experience in a role that involves a therapeutic approach to delivery.

3. Knowledge/Skills

- Understanding of trauma and its impact on the social and emotional development of young people and all those who care or work with them.
- Strong verbal communication and group behaviour management skills
- Demonstrable knowledge of trauma-informed practice.
- Understanding of trauma and its impact on young people's social and emotional development.

- A strong commitment to Khulisa's area of work.

4. The following apply to all our colleagues at Khulisa:

Diversity and Inclusion

Commitment to inclusion across all protected characteristics as well as awareness of the principles of equality legislation and ability to support the promotion of equality and diversity internally and externally.

Self-development and Learning

Willingness to improve learning and participate in any identified capacity building and good practice sharing events.

Commitment to participating in therapeutic work (in the form of clinical supervision) as part of ongoing personal and professional development.

Teamwork

- Ability to cooperate with colleagues. Also, able to see the bigger picture, how own work fits into a wider organisational objective and strategy.
- Ability to work and thrive within a small but close-knit team.
- Willingness to work occasional evenings and weekends when required, with time off in lieu.

Self-discipline and Organisation

- Experience and ability to manage and prioritise workloads, use own initiative in decision making, and produce required results with minimum supervision.
- Good organisational skills and ability to manage time effectively to maximise output.
- Able to use technology to monitor, analyse and report work.

Networks and Partnerships

Ability to engage with various Khulisa partners and stakeholders and secure their continuous support for Khulisa's work.

Communicating and IT

- Ability to use Microsoft Office suite to a proficient level for work purposes.
- Ability to liaise with colleagues in collating information/data; to include ability to produce written reports to a high standard.

Innovation and Finding Solutions

A proactive and 'can do' attitude to problem solving.

Confidentiality

Knowledge of GDPR and commitment to Khulisa's data protection and confidentiality policy and practices.

