

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Mental Health Trainer	Department	Engagement & Support First Aid and Mental Health
Location	Various	Direct/Indirect Reports	0
Reports to	Regional Area Leader	Date Revised	Nov 2020
Industrial Instrument	Educational Services (Post-Secondary Education) Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0026209

■ Position Summary

The Trainer is responsible for ensuring the delivery of non-accredited Mental Health courses on behalf of Red Cross First Aid & Mental Health RTO ID 3605 (herein referred to as 'Red Cross').

■ Position Responsibilities

Key Responsibilities

- Deliver Mental Health First Aid (MHFA) training using MHFA Australia endorsed course materials
- Deliver other mental health training using only Red Cross endorsed course materials
- Maintain accurate client records using Red Cross Policies and Procedures
- Liaise with Red Cross staff regarding administration and delivery requirements
- Ensure training and all relevant resources are set up and delivered to a professional standard, meeting WHS and Red Cross Standards
- Maintain currency of knowledge in the industry;
- Actively participate in continuing professional development
- Maintain a professional image at all times
- Conserve and maintain all issued equipment & resources
- Support learners / students in their learning and identify additional learning needs during the delivery of training
- Ensure participants are fully informed of their organisational rights and responsibilities and the relevant policies and procedures of Red Cross

■ Position Selection Criteria

Technical Competencies

- Deliver Mental Health First Aid (MHFA)
- Deliver Red Cross Mental Health training (non-accredited)
- Prior experience in delivering mental health training to a variety of clientele across a range of industries
- Demonstrated current industry experience in mental health
- Proven highly developed organisational and time management skill
- Attention to detail
- Excellent records management and general office administration
- Basic proficiency in Microsoft Office or similar software and experience using databases

Qualifications/Licenses

- Must be a current and accredited MHFA Instructor
- TAE40116 Certificate IV in Training and Assessment desired but not essential
- Mental Health background or qualification
- Current Driver's License.
- Qualifications/experience in related allied health/health industries i.e. VET/ Tertiary / health
- A Working With Children Check is desirable

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.