

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Mental Health First Aid Trainer	Department	Red Cross First Aid and Mental Health
Location	Various	Direct/Indirect Reports	Nil
Reports to	Regional Area Lead	Date Revised	Apr 2021
Industrial Instrument	Education Services (Post-Secondary) Award 2020 WA Enterprise Agreement (WA Based Only)		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0036054

### ■ Position Summary

The Trainer is responsible for ensuring the delivery of non-accredited Mental Health courses on behalf of Red Cross First Aid and Mental Health.

### ■ Position Responsibilities

#### Key Responsibilities

- Deliver Training using only Red Cross Training Services endorsed course materials
- Maintain accurate client records using Red Cross Training Services 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 organizational rights and responsibilities and the relevant policies and procedures of Red Cross.

### ■ Position Selection Criteria

#### Technical Competencies

- Deliver Red Cross Mental Health training (non-accredited)
- Deliver Mental Health First Aid (MHFA) courses, if accredited as an instructor by Mental Health First Aid Australia
- Prior experience in delivering mental health training to a variety of clientele across a range of industries
- Demonstrated current industry experience in mental health
- Demonstrated ability in Microsoft Office applications
- High level of verbal and written communication and ability to communicate effectively with a wide range of people
- Excellent oral and written communication skills

- Attention to detail
- Good time management.

### Qualifications/Licenses

- TAE40110/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
- A Working with Children check is not a requirement for this role.

### Behavioural Capabilities

- **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.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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.