

<b>Role</b>	Support Services Officer
<b>Reporting to</b>	Team Lead, Customer Experience
<b>Direct Reports</b>	Nil
<b>Employment Fraction (FTE)</b>	Full-time, ongoing
<b>SCHADS Award Classification Level</b>	Level 3
<b>Location</b>	Hybrid – working from home and at Mental Health First Aid International Head Office, Melbourne CBD.

## 1. Our organisation

Mental Health First Aid Australia® is a purpose-driven, national not-for-profit organisation that provides Mental Health First Aid® training, curriculum development, and research. Established in 2001 our purpose is to provide high quality, evidence-based, accessible mental health first aid education *for anyone, for everyone.*

Our vision is a world where we all have the skills to support people experiencing mental health problems. The Mental Health First Aid training we provide equips people with the knowledge and confidence to approach or respond to someone who is experiencing a mental health problem, or mental health crisis, until appropriate professional help is received or the crisis resolves.

Together with our licensed providers, Trainers and Accredited Instructors we have trained over 6 million people world-wide -improving mental health literacy and the capacity for community care.

## **2. Position Overview**

The **Support Services Officer** is responsible for providing a professional, informative, and solution focused positive experience when interacting with all MHFA stakeholders, including but not limited to organisations, prospective and current participants and Licensed Instructors.

The role covers a number of responsibilities, including but not limited to:

- As the first point of contact for all MHFA inquiries via phone and email, maintain a standard of excellence in service that strives to leave a positive and memorable impression in accordance with our Customer Experience team processes, quality measures and organisational policies.
- Monitor workflow around incoming enquiries and outgoing support, ensuring timely responses in line with service level agreements, as outlined in the Customer Experience team processes, quality measures and organisational policies.
- Provide information and consultation to customers on course selection, delivery options, arrangement of private courses and planned delivery of MHFA courses.
- Internally support the day-to-day running of Australian Operations by completing key administrative tasks as outlined in the Customer Experience team processes around our key systems; Zendesk, Salesforce, Moodle and Instructor Portal.
- Provide personalised support for all stakeholders, including managing expectations and MHFA stakeholder relationships. This includes support regarding MHFA systems/processes that our customers use throughout their journey of engaging with Mental Health First Aid training. These systems include (but are not limited to) the MHFA Website, Salesforce, MHFA online Shop, MHFA Courses/Products, Moodle, Instructor Portal.
- Escalate appropriate Level 2 and above inquiries to the Team Lead – Customer Experience in the first instance as per the information contained as a part of the Customer Experience team processes.
- Escalate positive and constructive feedback, pain points, and technical issues to the Team Lead – Customer Experience alongside the identification of initiatives to support and improve all stakeholder experiences with MHFA.
- Provide feedback, consultation, and support to internal staff to convey insights on MHFAiders, Instructors and other stakeholders matters and related projects and initiatives.

How the role is performed is just as important as what is included in the role. The role is guided by our values and behaviours and adheres to our Guiding Principles.

#### **Values and Behaviours**

We live, demonstrate and ensure consistency with our values of accountability, collaboration, creativity, empathy, inclusivity and integrity.

#### **Health and Safety**

Actively contribute to health and safety at Mental Health First Aid Australia by being aware of health and safety policies and procedures and consciously applying these every day to ensure the health and safety of our workplace.

#### **Our Guiding Principles**

- We are informed by the lived experience of people with mental health problems and those who care for them.
- We are evidence-based and use rigorous scientific research methods to create and evaluate our work.
- We are dedicated to achieving excellence in our work and are committed to continuous improvement.
- We respect and embrace the diversity of all people.
- We make mental health education accessible for all.
- We care for and support our communities in all that we do.

### **3. Key Selection Criteria**

#### **Essential Skills and Knowledge**

1. A minimum of 2 years of front-line customer support experience, with a passion for delivering outstanding customer service.
2. Excellent interpersonal, written, oral communication skills with demonstrated ability to communicate effectively and relate well to staff, internal and external stakeholders.
3. Highly organised with an exceptional ability to prioritise well, work under pressure and have a high degree of attention to detail.
4. Able to monitor workflow around incoming enquiries, ensuring timely responses in line with service level agreements.
5. A good understanding of best practice customer frameworks, methods, systems, and tools.
6. An understanding of Privacy legislation and its implications.
7. Collaborative style, being a team player with a positive 'can do' attitude.
8. The ability to adapt communication styles for different audiences and effectively communicate policies and provide feedback and guidance.
9. Critical thinking skills and a proactive approach to problem-solving with the ability to adapt to changing situations and new program implementations.

#### **Desirable Skills and Knowledge**

1. Experience in using CRMs and ticketing systems, Salesforce and Zendesk experience highly regarded.

### **4. Employment Conditions**

The below are conditions of employment for all roles.

- Demonstration of a non-stigmatising attitude towards mental illness.
- An understanding of, and an interest in, mental health issues. Familiarity with mental health terminology, and a willingness to complete a Mental Health First Aid course.
- A full unrestricted Australian work permit or visa.
- A National Police Check is required to be obtained upon appointment to the role and every three years thereafter.
- Up-to-date COVID Vaccination status.
- Working with Children's Check required for identified roles.

**ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

This position description may be subject to change as the organisational policies, procedures and plans are reviewed and updated over time.

As the incumbent for this position, I have received a copy of the Position Description and have read and understood its contents and agree to work in accordance with the requirements of the position.

I understand and accept that I must also comply with the policies, procedures, guidelines, and systems of Mental Health First Aid Australia.

**Employee Name:**

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**Employee Signature:**

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**Manager's Name:**

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**Manager's Signature:**

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**Date:**

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It is not the intention of the Position Description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned in this document may be altered in accordance with the changing requirements of the role.