

## **POSITION DESCRIPTION**

### **Programs Coordinator Aboriginal and Torres Strait Islander Programs**

<b>Role</b>	Programs Coordinator, Aboriginal and Torres Strait Islander Programs
<b>Reporting to</b>	Executive Director, Aboriginal and Torres Strait Islander MHFA Programs
<b>Direct Reports</b>	Nil
<b>Employment Fraction (FTE)</b>	1.0 FTE, ongoing
<b>SCHADS Award Classification Level</b>	Level 4
<b>Location</b>	Working from home, or at Mental Health First Aid International Head Office, Melbourne (if Melbourne based)

## **1. Our organisation**

Mental Health First Aid International (t/a MHFA Australia) is a global health promotion charity dedicated to the provision of evidence-based education programs that increase mental health literacy, reduce stigma, and help people develop the skills they need to encourage people to seek professional help.

MHFA courses teach members of the public how to provide initial help to a person who is developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis. The first aid is given until appropriate professional help is received, or the crisis resolves.

We support a global movement across 30 countries of organisations dedicated to prevention and early intervention to reduce the impact of psychological distress and mental health problems in families, communities, educational settings, and workplaces.

We are purpose driven and focussed on impact.

We are committed to health equity and to supporting priority need populations.

We exist to change and save lives every day.

## **2. Function and Team Overview**

### **2.1 Function Overview**

The Aboriginal & Torres Strait Islander Programs Team are responsible for developing, maintaining, and supporting quality standards for all Aboriginal and Torres Strait Islander programs in line with Mental Health First Aid Australia® quality and delivery standards.

Our key areas include:

- Instructor Training
- Instructor Mentoring and Support
- Instructor Quality and Programs
- Program Development, Implementation, Review and Maintenance
- Stakeholder Engagement
- Curriculum and;
- Organisational Cultural Capability

Across all areas, we initiate and oversee the ongoing development and maintenance of Aboriginal and Torres Strait Islander and Mental Health First Aid Australia® quality standards, ensuring improvements are based around learning and development best practice delivery.

The team adheres to our Guiding Principles, which inform our strategic direction around planning, development, delivery, and evaluation for all Mental Health First Aid Australia® Programs.

### **2.2 Team Overview**

The Aboriginal & Torres Strait Islander Programs are Culturally led and informed, recognising the need for Culturally responsive Mental Health First Aid training to empower individuals and communities.

All courses have been purposely designed to support Licensed Aboriginal and Torres Strait Islander Mental Health First Aid Australia® Instructors, as they draw upon their own and instrumental local Cultural knowledge, enriching the content and enabling a Culturally informed and safe delivery. Our courses ensure that participants are grounded in social and emotional well-being from an Aboriginal & Torres Strait Islander perspective and are strengths based, which aim to reduce stigma and shame to support confidence to talk about mental health.

The team supports Licensed Aboriginal and Torres Strait Islander Mental Health First Aid Australia® Instructors to improve their practice to deliver high-quality Mental Health First Aid courses. The team responds to enquiries and proactively contacts Instructors at key milestones and through the Mental Health First Aid Australia quality assurance process.

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We examine and analyse data to gain insights into Instructor activity and identify opportunities to improve the instructor experience.

The team also provides consultation, subject matter expertise and guidance to internal stakeholders within Mental Health First Aid Australia® while also representing the organisation at public events and speaking engagements.

The principal duties of roles within this team involves development and/or delivery of policies, programs or services that impact Aboriginal and/or Torres Strait Islander peoples and requires interaction with First Nations peoples. Such positions require lived experience with specific knowledge and understanding of Aboriginal and Torres Strait Islander cultures and issues, and the ability to communicate effectively with First Nations communities. Mental Health First Aid International is committed to reconciliation, improved health outcomes, self-determination, employment, and career pathways for Aboriginal and Torres Strait Islander peoples.

The team lives and breathes our values to ensure Mental Health First Aid® is for anyone, for everyone. We accept and welcome the opportunity to make a difference in our community.

### **3. Position Overview**

The Programs Coordinator will provide planning, change management, administrative and business process support to the Executive Director of Aboriginal and Torres Strait Islander Programs to develop and maintain the quality standards of the program.

Under the direction of the Executive Director of Aboriginal and Torres Strait Islander Programs, the Programs Coordinator, is responsible for creating, reviewing, planning, implementing and promotion of program projects and activities efficiently.

Typical activities will include marketing and building the programs profile, the coordination of Aboriginal & Torres Strait Islander programs Instructor Training and team events.

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

#### **Customer Support**

- Ensuring a high quality and efficient customer experience for all internal and external stakeholders.
- Manage, triage and action the Aboriginal & Torres Strait Islander Programs communications, including administrative email, Zendesk, phone.

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- Collaborate with the Delivery and Systems Team to administer internal systems to manage customer accounts, feedback and license/accreditation status. Utilise this information to gather evidence and insights to inform decision-making and provide strategic guidance to the Aboriginal and Torres Strait Islander Programs team.
- Collaborate with other Mental Health First Aid International Coordinators to streamline processes and systems to ensure the continuous development, improvement and implementation of an organisation-wide customer experience strategy.
- Maintain Aboriginal & Torres Strait Islander Mental Health First Aid Programs FAQs and relevant documentation, communicating updates to internal and external stakeholders as required.

#### **Program Management**

- In conjunction with the Executive Director, work on initiatives to continually improve business requirements for Aboriginal and Torres Strait Islander processes and programs.
- Coordinate the delivery of Aboriginal & Torres Strait Islander Programs Instructor Training Courses events, programs in conjunction with the Instructor Training team and direction of the Executive Director of Aboriginal & Torres Strait Islander Programs.
- Work with internal stakeholders to ensure Aboriginal & Torres Strait Islander Programs quality and support processes are identified, well executed and delivered in accordance with Mental Health First Aid Australia business requirements.
- Ensuring a high quality and efficient support for all Instructors and Trainers.
- Liaising with stakeholders to coordinate prior agreed activities, following up on status and assisting with removing blockers. Ensuring that risks and issues are assigned, tracked, and resolved by relevant areas.
- Support Aboriginal & Torres Strait Islander Program exhibits and attend community engagement opportunities to promote the Aboriginal & Torres Strait Islander Programs and suite of products as required.

#### **Reporting and Administration**

- Complete desktop research as directed on target community or population groups, and funding opportunities.
- Prepare business proposals and presentations for workplace and community engagement prospects and groups.
- Work in partnership with the Marketing Team to develop relevant resources and materials for promotion of the AMHFA programs and events.
- Maintain the Aboriginal and Torres Strait Islander Programs file management approach, allowing naming conventions and file storage to be accessible.
- Distribution of Aboriginal & Torres Strait Islander Programs communication plans.

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- Maintaining Aboriginal & Torres Strait Islander Programs documentation, plans and reports.
- Other duties as directed by the Executive Director of Aboriginal & Torres Strait Islander Programs.

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.

#### **Our Principles**

We live, demonstrate and ensure consistency with our principles of agility, collaboration, equity, inclusivity and respect.

#### **Health and Safety**

Actively contribute to health and safety at Mental Health First Aid International 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.

## **4. Key Selection Criteria**

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

1. To perform this role, it is essential the incumbent be an Aboriginal and Torres Strait Islander person. Cultural knowledge and experience required to embed across the role:
  - a. Demonstrates knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures.
  - b. Comprehensive understanding of the issues impacting Aboriginal & Torres Strait Islander People.
  - c. Experience working with and demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander People.

MHFAI considers that being Aboriginal and Torres Strait Islander is a genuine occupational requirement for this position under s 42 of the Discrimination Act 1991 (ACT)/s 14 of the Anti-Discrimination Act 1977 (NSW)/ sub-35(1)(b)(ii) of the Anti-Discrimination Act 1996 (NT), s 25 of the Anti-Discrimination Act 1991 (QLD)/ sub-s 56(2) of the Equal Opportunity Act (SA)/s 41 of the Anti-Discrimination Act 1998 (Tas)/ sub-s 26(3) or s 28 of the Equal Opportunity Act 2010 (Vic)/s 50 of the Equal Opportunity Act 1984 (WA).

2. A minimum of 3 years' experience in a related field.
3. Excellent written and verbal communication skills, including the ability to communicate with a range of stakeholders.
4. Proficient at working with and managing multiple stakeholders.
5. Demonstrated experience managing projects on time and in budget.

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6. Ability to work independently on multiple initiatives and be highly organised and adaptable.
7. Demonstrated ability to assist with the preparation of tailored business proposals and presentations for different audiences and markets.
8. Experienced in the collection of data and compilation of data into various reporting formats.
9. High degree of attention to detail.
10. Experienced in the collection and compilation of data into various reporting formats.
11. Solid understanding of Privacy legislation and its implications.
12. Critical thinking skills and a proactive approach to problem-solving and the ability to adapt.
13. Technical competency including proficiency in working in Mac OS X, Microsoft suite, databases and customer relationship management systems.
14. A team player with a positive 'can do' attitude.

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

1. A relevant tertiary qualification is highly desirable.
2. An Aboriginal and Torres Strait Islander MHFA Licensed Instructor.

## **5. 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.
- Working with Children's Check required.

#### **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.



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**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.