

## **POSITION DESCRIPTION**

### **Instructor Delivery Specialist and Trainer Aboriginal and Torres Strait Islander Programs**

<b>Role</b>	Instructor Delivery Specialist and Trainer, Aboriginal and Torres Strait Islander Programs
<b>Reporting to</b>	Manager Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs
<b>Direct Reports</b>	Nil
<b>Employment Fraction (FTE)</b>	1.0
<b>SCHADS Award Classification Level</b>	Level 5
<b>Location</b>	Working from home, <a href="#">or at</a> and at Mental Health First Aid International Head Office, Melbourne CBD (if Melbourne based).

## **1. Our organisation**

Mental Health First Aid International (t/a MHFA Australia, MHFAI) 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 grounded in high-quality research and evaluation and value lived experience.

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.

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#### **Acknowledgments**

MHFAI recognises Aboriginal and Torres Strait Islander Peoples as the Traditional Owners and Custodians of Australia. We acknowledge and pay respect to Aboriginal and Torres Strait Islander Peoples as the world's oldest living culture and embrace their continued connection to land, waters and community. We pay our deepest respect to all Aboriginal and Torres Strait Islander Elders past, present and emerging.

MHFAI acknowledges people with lived and living experience of mental health problems and suicidality, their loved ones and those who care and support them. With diverse identities, challenges and life experiences, we recognise that each journey is unique and invaluable.

At MHFAI we embrace our differences as we know that diversity helps us to innovate and make the biggest impact possible. As an organisation we welcome all people regardless of age, ethnicity, faith, disability, socio-economic background, sexual orientation and gender identity.

## **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
- 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.

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#### **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. 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®. The team also represents 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.

### **Instructor Delivery Specialist and Trainer Aboriginal and Torres Strait Islander Programs**

## **3. Position Overview**

The Instructor Delivery Specialist and Trainer will support the Manager Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs in the culturally capable development, implementation, and maintenance of quality Aboriginal and Torres Strait Islander Instructor systems across Mental Health First Aid International.

Our National network of Licensed Aboriginal and Torres Strait Islander Mental Health First Aid Instructors deliver our training programs in workplace, community, and governments settings. Under the direction of the Manager, Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs, the Instructor Delivery Specialist and Trainer, supports our national network of Aboriginal and Torres Strait Mental Health First Aid Australia Instructors to improve their practice to deliver high quality Mental Health First Aid Australia courses and ensures that Instructors are proactively engaged and supported in gaining and maintaining their Licenses.

The role assists in the development and delivery of support materials such as virtual webinars, recorded webcasts, blog posts and information videos as part of a proactive and supportive engagement strategy. They will also deliver Instructor upskills and training nationally as required.

The role requires close and collaborative working relationships with all staff across Mental Health First Aid Australia and external stakeholders.

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

#### **Instructor and Mental Health First Aid Training**

- Under the direction of the Manager, Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs, deliver face to face nationally and online:
  - Deliver Instructor Training courses to prospective Licensed Instructors
  - Deliver Instructor upskills to current Licensed Instructors
  - Deliver Mental Health First Aid Training
  - Development and delivery of other training as required
- Assess, review, approve and provide correspondence to applicants for submitted applications for Mental Health First Aid Australia Training.
- Assess exams (manual and online) and provide feedback to participants where required.
- Collaborate with Trainers to manage new Instructors with early delivery e.g. co-facilitation.

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- Collaborate with the Training Events and Compliance team to proactively manage Instructor Training Course (ITC) enrolments and placements.
- Contribute and facilitate MHFAider initiatives and events in conjunction with the Australian Operations team.

#### **Instructor Quality, Support, Development**

- In conjunction with the Manager, Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs, work on initiatives to continually improve business requirements for Aboriginal and Torres Strait Islander Instructors and MHFAider processes and programs.
- Administer internal systems to manage customer accounts, feedback and license/accreditation status, and utilise this to gather evidence and insights to inform decision-making and provide strategic guidance to the Manager Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs.
- Collaborate with Australian Operations team to administer and maintain internal systems to manage Instructor profiles and license maintenance requirements in line with MHFAI's business requirements in conjunction with the Programs Coordinator, Aboriginal and Torres Programs.
- Develop and maintain quality assurance documentation and processes.
- Develop and maintain the quality standards of Licensed Aboriginal and Torres Strait Islander Mental Health First Aid Instructors and Mental Health First Aid Aiders.
- Support continuous improvement initiatives by analysing quality data, identifying trends, and implementing corrective and preventive actions.
- Manage the Aboriginal and Torres Strait Islander Facebook account. Respond to email, phone and social media queries from Instructors, including extension and deferment requests, course delivery and facilitation enquiries within established service level agreements.
- Exercise discretion to ensure the maintenance of quality and safety and to ensure adherence to the Instructor Code of Conduct and Instructor Agreement.
- Exercise judgement and initiative using sound decision protocols to assist Instructors to maintain their current license or gain additional licenses and credentials.
- Ensuring a high quality and efficient support for all Instructors and Trainers.
- Under the direction of the Manager Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs, provide Instructor support, consultation, and communications, for example:
  - Instructor newsletters, website FAQs, surveys, webcasts, Community of Practice (CoP) events, public networking events and other opportunities to proactively engage and communicate with Instructors.

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- Development and contribution to Instructor professional development initiatives and opportunities.
- Individual culturally capable support and coaching to Instructors, including demonstration of course delivery sessions, attendance via zoom at partial Instructor delivery, support and guidance in relation to cultural considerations when delivering courses.
- Identifying and developing Instructor engagement and retention strategies.
- Establish relationships with new Instructors to ensure safe and consistent delivery of the Mental Health First Aid programs. This involves check-ins during the ITC, and follow-up check-ins at 3, 6 and 9 months. Activities could include, but are not limited to culturally capable; mentoring, coaching or oversight of established plans of activity.

#### **Project management and consultation**

- Coordinate the delivery of Aboriginal & Torres Strait Islander Programs Instructor upskills, events, programs under the direction of the Manager Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs.
- Plan and participate in other Mental Health First Aid Australia® training, research activities and promotion of Mental Health First Aid Australia® in publicity events.
- Provide culturally capable specialist expertise and review resources as part of curriculum development. This could involve the development or contribution to contextualised scenarios and resources.
- Consult and collaborate to provide expertise and guidance to convey insights and an Instructor perspective on initiatives and projects.
- Use data to lead and influence the continuous improvement of current processes, programs and procedures. This includes reporting outcomes and sharing results.
- Contribute to creating, reviewing, planning and implementing culturally capable community and workplace engagement activities to enhance opportunities for partnerships.
- 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.
- In conjunction with Manager, Instructor Delivery and Quality, Aboriginal and Torres Strait Islander Programs, plan, implement, deliver, and evaluate agreed upon activities and projects.
- 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.

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#### **Reporting and Administration**

- Complete desktop research as directed on target community or population groups.
- Monitor workflow around incoming enquiries, ensuring timely responses in line with service level agreements.
- Prepare business proposals and presentations for workplace and community Instructor and MHFAider engagement prospects and groups.
- Development and maintenance of Aboriginal & Torres Strait Islander Programs documentation, plans and reports.
- Distribution of Instructor Aboriginal & Torres Strait Islander Programs communication plans.

Other duties as directed by the Executive Director and Manager Instructor Delivery and Quality, Aboriginal and 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, integrity and respect.

#### **Health and Safety**

Actively contribute to health and safety at MHFAI 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.

#### **Quality Assurance Compliance**

As part of your role with MHFAI you are required to actively support and uphold our commitment to quality as defined by our organisation's standards.

Key responsibilities include:

##### **1. Quality Compliance and Standards Adherence**

- Ensure all tasks are performed in alignment with established quality standards, protocols, and best practices specific to MHFAI.
- Maintain compliance with regulatory requirements and internal quality procedures at all times.

##### **2. Commitment to Continuous Improvement**

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- Identify and report opportunities for quality enhancements, proactively participate in training programs, and seek out ways to elevate service and product standards.

#### **3. Client-Centred Quality Assurance**

- Engage in practices that prioritise client (both internal and external) satisfaction and consistently aim to exceed quality expectations, contributing to a positive experience for all.

#### **4. Accountability and Ownership of Quality**

- Take personal responsibility for the quality of work, actively seek guidance as needed, and address any issues that may impact quality outcomes in a timely manner.

## **4. Key Selection Criteria**

### **Qualifications**

1. To perform this role, it is essential the incumbent be an Aboriginal and Torres Strait Islander person. 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. Relevant tertiary qualification (Mental Health, Quality or Education, Aboriginal and Torres Strait Islander social and Emotional Wellbeing) or similar experience.
3. A Certificate IV Workplace Training and Assessment.

### **Essential Skills and Knowledge**

1. Cultural knowledge and experience required to embed across the role:
  - a. Demonstrates high level of knowledge and understanding of Aboriginal and Torres Strait Islander societies, cultures and wellbeing.
  - 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.



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2. A minimum of 3 years' experience in the delivery of Aboriginal and Torres Strait Islander training, education, and continuous professional development, with a commitment to promoting diversity, equity and inclusion.
3. Demonstrated commitment to lived experience in service design and delivery.
4. Demonstrated experience providing support and advice to Aboriginal & Torres Strait Islander peers or colleagues, in a mentoring or coaching capacity.
5. Excellent communication and interpersonal skills, including a demonstrated ability to communicate with a range of stakeholders.
6. Ability to work under pressure, work on multiple initiatives and be highly organised to deliver outcomes within expected timeframes.
7. Demonstrated teaching and/or facilitation experience.
8. A commitment to evidence-based practice in mental health.
9. Demonstrated ability to work independently, autonomously, show initiative, set priorities, monitor work flows and be adaptable.
10. Demonstrated ability to work collaboratively in a team to achieve project goals and meet agreed deadlines.
11. Proven high-level attention to detail and accuracy with tasks.
12. Ability to comply with all relevant legislation, including Occupational Health and Safety, Equal Opportunity, Bullying and Harassment and Privacy.
13. Hold a valid Working With Children Check (WWCC) from your state / territory of residence and willingness to apply to other state / territory as required to fulfill the role.

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

1. License as an Aboriginal and Torres Strait Islander Mental Health First Aid Instructor.
2. License as a Youth Aboriginal and Torres Strait Islander Mental Health First Aid Instructor.
3. License as a Mental Health First Aid 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.

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#### **ACCEPTANCE 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 International.

**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.