

## **POSITION DESCRIPTION**

### **Support Services Officer – Fixed Term**

<b>Role</b>	Support Services Officer
<b>Reporting to</b>	Team Lead, Support Services
<b>Direct Reports</b>	Nil
<b>Employment Fraction (FTE)</b>	Full-time, fixed term 10 months
<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 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 Delivery and Systems team sits within the Australia Operations function and is responsible for developing, maintaining, and supporting Mental Health First Aid Australia® quality standards for all Mental Health First Aid Australia® Programs.

Our key teams include:

- Instructor Quality and Programs
- Support Services
- Systems

Across each team, we initiate and oversee the ongoing development and maintenance of 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 Support Services team supports MHFA Instructors and participants by responding to enquiries via email and phone. We examine and analyse data to gain insights on customer activity and identify opportunities to improve the end-user experience.

The Support Services team has the highest connection with our customer base, and has connections with all MHFA stakeholders, including but not limited to organisations, prospective participants, current participants and Licensed MHFA Instructors.

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 **Support Services Officer** is responsible for delivering a professional, informative, and solutions-focused experience to all MHFA stakeholders, including—though not limited to—organisations, prospective and current participants, and Licensed Instructors.

The role is responsible for a broad range of duties that contribute to the delivery of exceptional service across MHFA. These include, but are not limited to:

- **Customer Engagement:** Serve as the first point of contact for all MHFA enquiries via phone and email, consistently delivering a high standard of service that leaves a positive and lasting impression. All interactions should align with team processes, quality benchmarks, and organisational policies.
- **Service Workflow Management:** Monitor and manage the flow of incoming enquiries and outgoing support, ensuring timely and effective responses in accordance with service level agreements and internal guidelines.
- **Course Guidance and Consultation:** Provide accurate and tailored information to customers regarding course selection, delivery formats, private course arrangements, and scheduled delivery of MHFA courses.
- **Operational Support:** Assist in the daily operations of MHFA's Australian Operations services by completing essential administrative tasks using key systems such as Zendesk, Salesforce, Moodle, and the Instructor Portal, in line with Support Services team protocols.
- **Stakeholder Support and Relationship Management:** Deliver personalised support to all stakeholders, managing expectations and fostering positive relationships. This includes guiding users through MHFA systems and processes such as the MHFA Website, Online Shop, Courses/Products, Moodle, and Instructor Portal.
- **Issue Escalation:** Identify and escalate Level 2 and higher enquiries to the Team Lead – Support Services, following established escalation procedures and internal guidelines.
- **Feedback and Continuous Improvement:** Escalate stakeholder feedback, pain points, and technical issues to the Team Lead – Support Services and contribute to identifying opportunities for service improvement and innovation.
- **Internal Collaboration and Insight Sharing:** Provide feedback and consultation to internal teams, offering insights into the experiences and needs of MHFAiders, Instructors, and other stakeholders to support projects and strategic initiatives.

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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.

#### **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**

- 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**

### **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.

## **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.

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#### **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 International.

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.

**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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