

Role	Lead, Quality
Reporting to	Head of Quality
Direct Reports	Nil
Employment Fraction (FTE)	1.0
SCHADS Award Classification Level	Level 5
Location	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 49 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.

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. Position Overview

The **Lead, Quality** will support the Head of Quality, International Programs, Quality & Research in the development, implementation, and maintenance of quality systems across Mental Health First Aid globally. This position will be responsible for managing processes to ensure the organisation achieves and maintains allocated accreditations along with other quality and education standards relevant to support high quality, safe and effective product delivery. Always striving for continuous improvement and excellence, the Lead, Quality will improve internal and external processes, practices, and products.

The incumbent will provide mentoring to our International Partners as required.

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

Quality

- In consultation with the Head of Quality develop and implement a comprehensive framework to support quality delivery of Mental Health First Aid training globally.
- Lead and implement the process of gaining accreditation and/or certification, ensuring clear purpose and benefits for each activity to create sustained change.
- Identify quality control processes to ensure criteria are met at all times.
- Work cross-functionally to develop and implement an integrated quality framework.
- Work with the Leadership group and team members to implement the MHFAI quality standards.
- Educate and support team members to ensure processes conform to the principles of continuous quality improvement to critically examine practice, practice change, safety and efficiency.

- Provide quality input to existing and development of new policies, procedures, protocols, guidelines and activities as required to ensure they remain relevant and current.
- Support continuous improvement initiatives by analysing quality data, identifying trends, and implementing corrective and preventive actions.
- Develop, coordinate, and maintain quality systems to enable the flow of information and data between teams in Australia, and partners internationally.
- Lead and govern the change management process for the introduction of quality framework systems, including training for team members and international partners on quality control procedures, ensuring all are equipped with the necessary knowledge and skills.
- Develop and implement quality assurance documentation and processes globally.

Partner Training

- Deliver mentoring to International Partners as required face to face internationally, or online.
- Willingness to travel to deliver training internationally as required, usually between 2-6 weeks per year.

Reporting

- Monitor and advise on the quality management system, producing reports on measuring performance against set standards.
- Prepare reports and submission papers for stakeholders including Accreditation.
- Manage the delivery costs within budget parameters and agreed timelines.

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

- 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.

5. 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

Qualifications

1. Relevant tertiary qualification (Mental Health, Quality or Education) or similar experience including the implementation of and managing quality frameworks.
2. APHRA registration or health professional accreditation (Current).
3. A minimum of 3-5 years demonstrated experience in facilitating training (or similar), with a minimum of Certificate IV in Training and Assessment.

Essential Skills and Knowledge

1. Have formal training and/or demonstrated experience in quality management system (ISO9001:2015) or equivalent.
2. Demonstrated commitment to lived experience in service design and delivery.
3. Excellent verbal and written communication skills, paired with the confidence to deliver training diverse audiences.
4. Strong interpersonal communication skills with the ability to build strong working relationships and work across a breadth of stakeholders to deliver on outcomes.
5. Demonstrated high level project and process management skills and the ability to plan, lead and deliver implementation activities on time and in budget.
6. Highly organised with strong planning and time management skills and the ability to multi-task and work under pressure.
7. Demonstrated problem-solving and decision-making capabilities.
8. Practical 'Can-do, make-do' approach aligned to the charitable purpose of MHFA International.
9. Proven high-level attention to detail and accuracy with tasks.
10. High level of general computer literacy (Web, social media, Excel, Word, PowerPoint, Databases, Gmail, Mac OS).

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.
- Working with Children's Check required.

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:

Employee Signature:

Manager's Name:

Manager's Signature:

Date:

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.