

POSITION DESCRIPTION

Program Coordinator

Role	Program Coordinator
Reporting to	Strategic Projects Manager
Direct Reports	Nil
Employment Fraction (FTE)	Part-time, 0.4 FTE
Award & Classification Level	Clerks Private Sector Award, level 3
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.

We support a global movement across more than 50 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 exist to change and save lives every day.

2. Function and Team Overview

The Australia Operations Team is responsible for the end-to-end operational delivery and quality assurance of Mental Health First Aid programs across Australia.

The function leads the development, implementation, and continuous improvement of Mental Health First Aid Australia quality standards to ensure consistent, high-quality program delivery. This includes oversight of operational systems, instructor engagement and compliance, curriculum implementation, and strategic improvement initiatives.

The Australia Operations function comprises four key teams:

- **Training, Events and Instructor Compliance**
- **Delivery and Systems**

POSITION DESCRIPTION

Program Coordinator

- **Programs and Curriculum**
- **Strategic Projects**

The Australia Operations Team supports a national network of approximately 3,500 licensed instructors, enabling the delivery of Mental Health First Aid training to more than 140,000 Australians each year. The team provides operational support across instructor licencing and compliance, training delivery, curriculum implementation, systems, and quality assurance, ensuring consistent, high-quality program delivery and supporting the ongoing growth and impact of Mental Health First Aid across Australia.

The team operates in accordance with Mental Health First Aid International guiding principles, which inform decision-making, continuous improvement, and national consistency across all courses.

3. Position Overview

The Program Coordinator provides administrative and coordination support for the implementation and delivery of products, programs, and initiatives across Mental Health First Aid International's operations in Australia.

Working under the general guidance of the Strategic Projects Manager, the role plans, coordinates and delivers a range of activities supporting the delivery of programs, applying established and new methods, standards and procedures, and exercising judgement and initiative.

The Program Coordinator manages the day-to-day delivery of courses, resolves enquiries and supports outreach, maintains records and systems, assists senior team members, and delivers discrete projects with limited supervision contributing to consistent, high-quality program delivery.

Responsibilities

Program Coordination

- Support and coordinate the delivery of Australian contracts, funded programs, and initiatives by undertaking implementation activities in line with established work procedures and contributing to continuous improvement measures and new roll outs.
- Provide administrative and coordination support to the end-to-end delivery of contracts and funded programs, ensuring continuity and consistency across the duration of delivery, such as venue and catering bookings, courses added to the website, sending of communications and materials to Instructors and Participants.

POSITION DESCRIPTION

Program Coordinator

- Provide administrative and coordination support for the monitoring and evaluation of contracts, funded programs, and initiatives, including maintaining relevant documentation and records.
- Support the coordination of partnerships and programs in line with MHFA's Program Partnership Principles and relevant operating procedures and policies.
- Maintain systems and processes to support stakeholder engagement, database management, and program tracking requirements.
- Provide timely and professional responses to stakeholder enquiries, supporting a high-quality service experience across the lifecycle of contracts, funded programs, and initiatives.
- Assist with the transition and onboarding of new contracts, funded programs, and relationships into Australian Operations, working collaboratively across delivery, systems, support, and training teams.
- Support internal coordination to ensure programs and initiatives are documented, tracked, and delivered in line with operational requirements.

General

- Contribute to the delivery of Australian Operations priorities, including coordinating discrete pieces of work end-to-end.
- Prepare updates and materials, resolve routine delivery issues and escalate those requiring policy interpretation, novel solutions, or senior leader decision-making.
- Build and maintain effective working relationships with internal and external stakeholders.
- Generate reporting as required.
- Support stakeholder engagements and meetings, including preparation of materials and follow-up actions as required.
- Undertake other duties as directed, supporting the broader objectives of the Australian Operations team.

4. Key Selection Criteria

Essential Skills and Knowledge

1. Demonstrated experience coordinating programs, projects or service delivery, with a commitment to promoting diversity, equity and inclusion.
2. Demonstrated ability to build effective working relationships with internal and external stakeholders.
3. Ability to work collaboratively as part of a team and meet agreed deadlines.
4. Attention to detail and accuracy in record keeping, data entry and routine reporting.
5. Ability to manage time, plan and organise own work, be reliable, adaptable, and able to work under general direction.

POSITION DESCRIPTION

Program Coordinator

6. Ability to work under pressure, work on multiple initiatives simultaneously and be highly organised to deliver on outcomes within expected timeframes through efficient time management.
7. Sound oral and written communication skills, including responding to enquiries from, and proactive outreach to, internal and external stakeholders.
8. Ability to exercise judgement and initiative to resolve problems, including where procedures are not clearly defined, escalating matters requiring policy interpretation, novel solutions, decision-making or continuous improvement measures.
9. Working knowledge of standard computing applications, including Microsoft Office and database or CRM systems.
10. Demonstrated commitment to lived experience in service design and delivery.
11. Practical 'Can-do, make-do' approach aligned to the charitable purpose of MHFAI.

Desirable Skills and Knowledge

1. A relevant certificate or tertiary qualification is desirable but not essential.
2. Currently licensed Mental Health First Aider is desirable but not essential.

5. Guiding Principles

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.

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
2. Commitment to Continuous Improvement
3. Client-Centred Quality Assurance
4. Accountability and Ownership of Quality

6. 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 MHFAI 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 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.