

POSITION DESCRIPTION
*Aboriginal & Torres Strait Islander MHFA
Instructor Engagement Coordinator*

Reporting to	Manager, AMHFA Program
Direct Reports	Nil
Status	Part time, Fixed-Term, 0.6 FTE.
Classification	Level 4
Location	Work fully remote and/or a combination of remote work and in our Parkville office in Melbourne.

1. The organisation

Mental Health First Aid (MHFA) Australia is a national not-for-profit organisation focused on mental health training and research. Our core work is to develop MHFA courses, and train Instructors to deliver these courses to their communities or workplaces. MHFA courses are delivered across Australia and internationally.

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.

2. Position Overview

The Aboriginal and Torres Strait Islander MHFA (AMHFA) Instructor Engagement Coordinator, will proactively engage with, mentor and support Aboriginal and Torres Strait Islander MHFA Instructors with a focus on the continued development of knowledge, skills and course delivery practice. Engagement with AMHFA Instructors will occur via email, phone, at Instructor events and within closed Facebook group/s. The role will develop and deliver support materials such as webcasts, blog posts and introductory videos and actively contribute to MHFA Instructor workshops and continual professional development opportunities.

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

- Providing culturally capable ongoing mentoring, support, and guidance to Aboriginal and Torres Strait Islander MHFA (AMHFA) Instructors by:
 - Responding to email, phone and social media queries from Aboriginal and Torres Strait Islander MHFA Instructors, including course delivery and facilitation enquiries, e.g., teaching tips, promotion of courses, handling difficult participants, culturally informed course delivery support;
 - Providing culturally informed guidance and advice in regard to Aboriginal and Torres Strait Islander MHFA Instructors delivery of AMHFA courses to the MHFA Instructor Development Advisors. Including where appropriate working together to follow up with and provide appropriate support and guidance to Instructors when their course participants have raised course facilitation or quality issues in their post-course feedback;

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- Engaging proactively with Aboriginal and Torres Strait Islander MHFA Instructors through mentoring/coaching and support pre/during/post training, including at critical milestones (e.g., by contacting three months post training or when they have delivered their first 3 courses), when Instructors become Master or Principal Master trainers or other opportunities, with a focus on Instructor development and retention;
 - Working with Aboriginal and Torres Strait Islander MHFA Instructors to guide development of their culturally capable facilitation skills, course planning skills, participant engagement, co-delivery and other skills;
 - Working closely and in partnership with MHFA Instructor Development Advisors to ensure the cultural needs of Aboriginal & Torres Strait Islander Instructors are at the forefront when engaging with Instructors through critical issues such as lapsing of their accreditation, re-accreditation, seeking deferment and reinstatement as an Instructor and understanding the course requirements and which accreditations they are best suited to acquiring;
 - Contributing to MHFA Instructor communication channels including Instructor newsletters, AMHFA Instructor Facebook, MHFA website, core platform FAQs and other communication activity as required;
 - Development and implementation of a culturally informed Aboriginal and Torres Strait Islander MHFA instructor retention plan that takes into consideration the particular mentoring and peer support needs of Aboriginal & Torres Strait Islander Instructors;
 - Be actively involved in the MHFA Instructor networking events and other opportunities to develop MHFA engagement with Aboriginal and Torres Strait Islander MHFA Instructors.
- Reviewing, following up, approving and providing feedback to submitted applications for AMHFA Instructor Training. Including handover of participants to AMHFA Trainers prior to Instructor Training delivery.
 - Triaging requests from Aboriginal and Torres Strait Islander MHFA Instructors and ensuring that they are answered by the most appropriate MHFA Australia team member.
 - Developing and delivering webcasts, blog posts or other materials to support and engage Aboriginal and Torres Strait Islander MHFA Instructors.
 - Facilitating Instructor workshops as required, for example at CPD workshops.
 - Contribute to the MHFAider network via Newsletters, webcasts, workshops, engaging with Aboriginal and Torres Strait Islander MHFA Instructors and AMHFAiders, including the creation of a database of AMHFAiders.
 - Provision of regular feedback and reports on Aboriginal & Torres Strait Islander Instructor engagement and identified themes through the provision of Instructor Support to inform further AMHFA Program development work. This includes recording/gathering/preparing data for AMHFA reports and publications in relation to Aboriginal and Torres Strait Islander MHFA Instructors and AMHFAiders.

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- Participating in and/or delivery of other Mental Health First Aid Australia training and research activities.
- Other duties as directed.

The role requires close and collaborative working relationships with all staff across MHFA and external stakeholders.

3. Qualifications, Skills and Selection criteria

Essential

- Current accreditation as an Aboriginal & Torres Strait Islander Mental Health First Aid Instructor
- Cultural knowledge and experience required to embed across the role:
 - Demonstrates knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures.
 - Comprehensive understanding of the issues impacting Aboriginal & Torres Strait Islander People.
 - Experience working with and demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander People.
- Skills and experience providing support and advice to Aboriginal & Torres Strait Islander peers or colleagues, for example in a mentoring or coaching role
- Demonstrated excellent communication and interpersonal skills
- Demonstrated teaching and/or facilitation experience
- A commitment to evidence-based practice in mental health
- Demonstrated ability to work independently and show initiative
- Demonstrated ability to work collaboratively in a team to achieve project goals and meet agreed deadlines
- Demonstrated attention to detail and accuracy with tasks
- Excellent written and verbal communication skills, including the ability to communicate with a range of stakeholders
- Ability to work under pressure, work on multiple initiatives and be highly organised and adaptable.
- Ability to record/gather/prepare data for reports and publications
- A team player with a positive 'can do' attitude
- Competent in general computer literacy (Web, social media, Excel, Word, PowerPoint, Databases, Outlook, Microsoft teams, Mac OS X).

Desirable

- Current accreditation as a Master Aboriginal & Torres Strait Islander Mental Health First Aid Instructor



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Essential 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.
- 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 MHFA Australia.

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.