



POSITION DESCRIPTION

Instructor Engagement Coordinator, Youth and Teen MHFA

| | | |
|------------------------------|---|-------------------|
| <i>Reporting to:</i> | Manager, Instructor Training | |
| <i>Direct reports</i> | Nil | |
| <i>Working with</i> | - Youth and Teen MHFA Instructors - MHFA Australia staff members | |
| <i>Status</i> | 12-month contract initially, with possibility of extension. | Part-time, 0.6FTE |
| <i>Remuneration</i> | Negotiable based on experience. | |
| <i>Location</i> | Parkville, Victoria or by negotiation, within Australia | |

1. Position Summary

The Instructor Engagement Coordinator, Youth and Teen MHFA will support Youth and Teen MHFA Instructors to improve their practice and deliver high quality MHFA courses, through responding to requests via email, social media and phone and proactively contacting Instructors at key milestones and through the MHFA Australia quality assurance process. The Instructor Engagement Coordinator, Youth and Teen MHFA will also develop and deliver support materials such as webcasts, blog posts and introductory videos and facilitate Youth and Teen MHFA Instructor workshops.

2. 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.

| Key Stakeholders | |
|--|------------------|
| Internal: | External: |
| MHFA Australia Team Members and Volunteers | - Instructors |

3. Key Responsibilities

- Providing ongoing support, guidance and feedback to Youth and Teen MHFA Instructors via:
 - Responding to email, phone and social media queries from Youth and Teen MHFA Instructors, including extension and deferment requests and course delivery and facilitation enquiries, e.g. teaching tips, handling difficult participants;
 - Following up with and providing appropriate support and guidance to Instructors when their course participants have raised ongoing or concerning issues in their post-course feedback;
 - Engaging proactively with the Youth and Teen MHFA Instructors through offering support post training (eg 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
 - Contributing to MHFA instructor newsletters, website FAQs, networking events, and other opportunities to develop MHFA engagement with Youth and Teen MHFA Instructors
- Reviewing, approving and providing feedback to submitted applications for Youth or Teen MHFA Instructor Training
- Triaging requests from 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 Instructors.
- Facilitating Youth and Teen Instructor workshops as required, for example at CPD workshops
- Participating in other Mental Health First Aid Australia training and research activities;
- Other duties as directed or approved by the Manager, Instructor Training.

4. Selection Criteria

All staff

- Demonstration of a non-stigmatising attitude towards mental illness
- An understanding of, and an interest in, mental health problems. Familiarity with mental health terminology would be an advantage.
- A full unrestricted Australian work permit or visa
- Maintain a valid Working with Children

Essential:

- Current accreditation as a Master Mental Health First Aid Instructor in Youth and Teen MHFA
- Skills in providing support and advice to peers or colleagues, for example in a mentoring or coaching role
- Demonstrated excellent communication skills
- A commitment to evidence-based practice in mental health
- Ability to work as a member of a team