

POSITION DESCRIPTION

Instructor Training and Events Coordinator

Role	Instructor Training and Events Coordinator
Reporting to	Manager - Training, Events and Compliance
Direct Reports	Nil
Employment Fraction (FTE)	1.0, Fixed Term – 06 months, Parental Leave Cover
SCHADS Award Classification Level	Level 4
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) 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 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.

2. Position Overview

The Instructor Training and Events Coordinator is accountable for the planning, logistics and delivery of MHFA Australia Instructor Training Courses (ITC's) and events to an agreed annual schedule. The role requires close and collaborative working relationships with all staff across Mental Health First Aid and external stakeholders.

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

- Coordinate the process of course scheduling and adjustments, venue bookings, participant communications, course delivery, administration and follow up, ensuring a high quality and efficient customer experience for all participants and Trainers.
- Monitor workflow around incoming enquiries, ensuring timely responses in line with service level agreements.
- Liaise with prospective and approved Instructor course and event participants, triage and action the Courses Team emails as and when required.
- Assist with planning, logistics and delivery of organisational events for MHFA Australia.
- Work with internal stakeholders to ensure Public and Private ITCs are well executed, appropriately resourced, and delivered in accordance with Mental Health First Aid business requirements.
- In conjunction with the Manager, Training, Events and Compliance, work on initiatives to continually improve the planning and delivery of ITCs and events.
- Research and source new training and event venues where required, ensuring a quality experience for ITC participants while keeping to budget. Where needed, lead negotiations with venue vendors to remain within budget.
- Other duties as directed by the Manager, Training, Events and Compliance, or Executive Director, Australian Operations.
- Ensuring a high quality and efficient customer experience for all ITC participants.
- Set priorities, plan, and organise their own work.
- Complies with all relevant legislation, including Occupational Health and Safety, Equal Opportunity, Bullying and Harassment and Privacy.

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.

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. A relevant tertiary qualification, desirable but not essential.

Essential Skills and Knowledge

1. A passion for delivering excellent customer service with a minimum of 2 years of working in customer experience.
2. Proven experience with coordinating events in Australia, from enquiry to delivery.
3. Highly organised with an exceptional ability to prioritise well, work under pressure, be adaptable, show initiative and deliver to deadlines.
4. Demonstrated ability to build and manage relationships with multiple internal and external stakeholders.
5. Good computer skills and literacy in Excel and Word essential, Salesforce experience highly regarded.
6. Good understanding of basic commercial concepts and ability to manage to a budget.
7. Proven ability to work independently and as part of a team.
8. Demonstrated attention to detail and accuracy with tasks.
9. Excellent interpersonal, written, oral communication skills with demonstrated ability to communicate effectively and relate well to staff, internal and external stakeholders.
10. Able to work within Mental Health First Aid Australia defined systems, processes, and policies.
11. Basic understanding of Privacy legislation and its implications.

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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 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.