



Position Description

Trainer and Developer

**Wesley LifeForce Training
November 2022**

Agreement

Signed–Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Trainer and Developer

Wesley LifeForce Training

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley LifeForce Training

Established in 1995 as a response to the growing number of suicides in Australia, Wesley LifeForce provides suicide prevention services that educate and empower local communities, supporting people most at risk. Wesley LifeForce takes a comprehensive approach to tackling suicide by working in the areas of prevention, intervention and postvention.

The Wesley LifeForce Training team has two key responsibilities:

- to deliver training programs and conduct assessments as directed by the Training Manager, Suicide Prevention Services
- ensure the training activities of Suicide Prevention Services are operated efficiently and effectively and that a quality service is provided at all times.

3 Overview of role

This vital role develops and delivers Wesley LifeForce suicide prevention and mental health training programs across Australia. This role has dual parts; to facilitate and deliver suicide prevention and mental health training to community members and targeted professionals around Australia and to take a lead role in the development of Wesley LifeForce suicide prevention and mental health training programs and support continuous improvement. This role is also responsible for engaging and networking with communities and organisations to promote participation in Wesley LifeForce training.

Key relationships include; Wesley LifeForce Suicide Prevention Networks, Wesley Suicide Prevention Services, Wesley Mission staff and clients, industry bodies and community organisations. Extensive travel is involved intrastate and interstate to support the national effort of the training and program. This is an autonomous role as part of a collaborative and supportive team.

4 Relationships

Reports to: Training Manager, Wesley LifeForce

Works with:

- Other Wesley Mission staff (e.g. Wesley Training), other Wesley Mission teams, volunteers, networks, committees and Boards.
- Corporate Services, which are provided by Head Office (e.g. accounting, legal, communications, fundraising, property development and human resources).
- Outside of the Organisation: Uniting Church staff, Government Departments, service providers and industry organisations.

5 Major role responsibilities

5.1 Our clients

- Deliver Suicide Prevention Services training programs in accordance with Federal Government and other contractual requirements and in line with Wesley Mission's strategic growth objectives
- Deliver commercial training in line with Wesley Mission's Suicide Prevention Services strategic growth objectives, as directed by the Training Manager
- Conduct assessments as directed by the Training Services Manager
- Conduct assessments in accordance with the relevant training package assessment guidelines
- Participate in and contribute to moderation and validation processes
- Pursue the implementation and maintenance of best practices, policies and procedures
- Invite, analyse and respond to learner feedback, complaints or grievance and develop remedial actions as directed by the Training Manager.
- Liaise with registered training organisations (RTO's) and other relevant professional organisations and represent Wesley mission when required
- Collaborate with Suicide Prevention Coordinators to raise the profile of Wesley LifeForce Training within Network communities to develop and maintain high levels of recognition and community engagement in the provision of suicide prevention training.
- Be a strong ambassador for the Wesley LifeForce Training team.

5.1.1 Performance Measures

- Monthly KPI reports
- Participant feedback
- Employee contribution & development (ECD) plan

5.2 Our people (our team)

- Collect, analyse and act on relevant data in order to demonstrate good practice and continuous improvement of training programs including assessment strategies
- Assist the Training Manager in maintaining a positive service culture within Wesley Training that is proactive, non-judgemental and reflective of Wesley Mission's Christian values.

- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings.

5.2.1 Performance Measures

- Attend and actively participate in team meetings & formal individual meetings with manager
- Attend and actively participate in the LifeForce/Lifeline Branch quarterly staff meetings
- Workplace behaviour reflects Wesley Mission values and code of conduct, observation and staff feedback survey to support
- Participate actively in strategic planning with the LifeForce team and Wesley Mission as an organisation
- Employee contribution & development (ECD) plan
- Ability to prioritise tasks and meet KPI's.

5.3 Our operations

- Provide oversight and direction of the development of tailored suicide prevention products to meet the needs of target groups, as directed by the Training Manager
- Provide reports and undertake project work as requested by the Training Manager
- Ensure information relating to upcoming training events (displayed on the Wesley Mission website) is current
- Ensure statistical data referred to in training programs and contained in the training collateral is current
- Ensure that the goals, design and content of all Wesley LifeForce and Wesley Training Programs meet Wesley Mission's values and relate to community need
- Ensure training materials are well maintained and soft copies are stored appropriately
- Maintain office and workstation in an appropriately neat and tidy state at all times
- Maintain quality assurance, compliance and risk requirements for all Wesley LifeForce training programs in line with Wesley Mission Policy and Procedures, ISO, Lifeline Accreditation and Standards Programme (LASP) and Registered Training Organisation (RTO) requirements
- Regularly report to and inform the Training Manager, Wesley LifeForce, on key matters relating to training
- Assist the Training Manager maintain a quality management system which supports accreditation requirements and works in concert with Wesley Mission
- Handle confidential matters with discretion
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates

- Provide reports and undertake project work as requested by the Training Manager
- As directed by the Training Manager, perform other duties not inconsistent with the functions of this role.

5.3.1 Performance Measures

- Guide development and review of training material and resources
- Review and provide feedback for quality continuous improvement for training
- Employee contribution & development (ECD) plan

5.4 Our financials

- Support projects budget and seek opportunities to minimise expense, wherever possible
- Ensure credit card reconciliations are updated monthly
- Ensure invoices to be paid are submitted for payment within the month of generation

5.4.1 Performance Measures

- Process all accounts payables invoices before the end of each month
- Reconcile all credit card statements within 14 days of receiving the statement
- Employee contribution & development (ECD) plan

6 Professional responsibilities

Personally model excellence in ethical service delivery and professional standards. This will be reflected in the following:

Professional Development

- Agree on a program of ongoing professional development and training with the Training Manager, Wesley LifeForce.
- Take responsibility for personal career development and training.

Work Practices

- As directed, other activities to support the delivery of the Wesley LifeForce Training Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions including (but not limited to) the Wesley LifeForce Memorial Days, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission, freedom to attend worship services
- Take responsibility for personal career development and training

- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Participate annually in Wesley Mission's Employee Contribution and Development Plan (ECD).
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised
- be an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- ability to work remotely and utilise online platforms to connect with people
- displays emotional maturity and resilience.

Essential skills/knowledge

- experience working in mental health or counselling or suicide prevention
- demonstrated experience in delivering effective adult education programs
- superior facilitation/presentation skills
- ability to develop quality education and training programs for a variety of audiences
- excellent organisational skills and the capacity to work with minimal supervision
- ability to work in a team environment and autonomously
- ability to travel extensively in your state and nationally, restrictions and safety considered
- current Australian driver's licence.

Desirable skills/knowledge

- current Certificate IV in Training and Assessment
- passionate attitude to adult training and education
- accreditation as an ASIST or Mental Health First Aid trainer
- cultural awareness and sensitivity
- not for profit or cause related experience.

Due to the nature of this role requiring travel and close interactions within communities, it is highly recommended to be fully vaccinated against COVID-19. Wesley Mission complies with federal, state, and local laws regarding exceptions related to this policy.