

Title:	Trainer, Crisis Support Workplace Trainer
Business unit:	Lifeline Ballarat
Location:	Ballarat
Employment type:	As per employment agreement
Reports to:	Centre Manager, Lifeline Ballarat

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

About Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute. People call Lifeline's 24-hour crisis line 13 11 14.

Uniting operates Lifeline centres in Ballarat and Melbourne. In addition to providing telephone crisis support, we offer a broad range of training for individuals, corporate and community groups.

1. Position purpose

The Crisis Support Workplace Training (CSWT) program trainer is responsible for preparing and delivering training, supporting and assessing students enrolled to become Crisis Supporters at Lifeline Ballarat Uniting. They will work with the Lifeline training teams across Ballarat and Melbourne in the delivery of CSWT to students who will become Lifeline Ballarat Volunteers.

Position Description

Trainer, Crisis Support Workplace Training



2. Scope

Budget:

Nil

People:

Nil

3. Relationships

Internal

- Lifeline students and volunteers, mentor, in-shift supervisors
- Lifeline Melbourne CSWT training team
- Lifeline Ballarat Centre Supervisor
- Lifeline Melbourne Centre Supervisor
- Lifeline Workplace & Community Training team

External

- Potential students
- Lifeline Australia
- Community members and / or organisations
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4. Key responsibility areas

Service delivery:

- Prepare and deliver Crisis Support training as per Lifeline Australia's processes and procedures.
- Ensure training is of consistently high-quality standards and reflects the policies and procedures of Lifeline Australia and Uniting.
- Support the training team in the preparation of CSWT groups, including the development of a training calendar, promoting and responding to enquiries.
- Ensure students are supported during the three stages of training in order to achieve accreditation within the timeframes stipulated by Lifeline Australia.
- Assist with the maintenance of all training records for Registered Training Organisation (RTO) compliance, including access to the JobReady system and all relevant trackers.
- Assist in the promotion of the Lifeline CSWT program.
- Provide support to other Lifeline training programs as instructed by line manager.

Administration:

- Support the implementation of policies, procedures and processes that guide the CSWT program.
- Understand the operations manuals used to execute tasks aligned to the delivery of the CSWT program.
- Respond to student enquiries via email and / or over the phone.
- Review applications and supporting the recruitment process including scheduling and participating in interviews and reference checking.
- Assist in resolving Lifeline Australia enquiries, reporting and other requests.
- Attend meetings as required.
- Carry out other administrative tasks as instructed by line manager.

Quality and risk:

- Uphold RTO compliance by adhering to processes and work instructions as outlined in Lifeline Australia training manuals and Uniting Victoria & Tasmania operating manuals.
- Operate within WHS procedures.

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- Develop a culture of excellence focused on providing value for our students and the broader community.
- Review and develop improvements to quality service deliverables.
- Support student rights and responsibilities.

People and teams:

- Support and inspire an engaged and productive team.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide an authentic team environment and adhere to the highest level of professional conduct in alignment with Uniting's values.
- Support the student experience across all stages of their learning.

Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.

5. Performance indicators

- Student feedback on training delivered.
- Compliance and audit outcomes.
- Completion of any other training and learning outcomes as determined by the line manager.

6. Person specification

Qualifications

- Current Certificate IV in Training & Assessment (**essential**)
- In addition to broad industry knowledge and experience, all CSWT VET Trainers must hold one of the below qualifications (**essential**):
 - Certificate IV in Community Services
 - Other relevant qualifications e.g. a Counselling degree, degree in Psychology or Social Work (must be approved by Lifeline Australia RTO prior to commencing training)

OR

Position Description

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- CHCCCS003 Increase the safety of individuals at risk of suicide
 - CHCCCS019 Recognise and respond to crisis situations
 - CHCCCS028 Provide client-centred support to people in crisis
- OR**
- CHCSS00113 Crisis Support Skill Set
 - Lifeline Crisis Supporter experience (**desirable**).

Experience

- Demonstrated training experience and groups facilitation.
- Knowledge of the RTO environment.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Experience as a Lifeline Crisis Support Worker
- Experience as a Student Mentor, Call Coach for Lifeline Crisis Support Worker Volunteers and Staff
- Desirable: experience working in a training capacity and/ or providing leadership to a team of people
- Willingness to build skills and knowledge through internal and external professional development.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: