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| **Title** | Training Officer |
| **Business Unit** | Lifeline Melbourne |
| **Location** | 211 Chapel St Prahran |
| **Employment type** | Part time |
| **Reports to** | Suicide Prevention Program Coordinator |

### 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

Developing and delivering high quality training programs across all sectors in the community, including crisis and suicide intervention, counselling skills, values and ethics, boundaries and teamwork.

1. Scope

### Budget:

* nil

### People:

* nil
1. Relationships

### Internal

* Crisis support workers
* All Lifeline staff
* All support and foundation services staff

### External

* Emergency Services and Child Protection services
* Lifeline Australia
* Government funding bodies and other stakeholders
1. Key responsibility areas

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| **Service delivery**  | * Develop and deliver high quality training across all sectors in the community including crisis and suicide intervention, counselling skills, values and ethics, boundaries and teamwork.
* Ensure training reflects the policy and procedures of Lifeline Melbourne and Uniting.
* Contribute to and participate in the future development, delivery and evaluation of the training program for trainee telephone crisis workers and advanced role volunteers.
* Assist in the maintenance and further development of all training documentation and material.
* Identify conceptual issues and emerging needs in areas of volunteer crisis supporters and mental health and develop appropriate options for training.
* Liaise with other Lifeline staff on training, supervision and retention issues and volunteers needs.
* Assist with the promotion of Lifeline Training programs.
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| **E** **Communication** | * Excellent written and verbal communication skills.
* Provide proactive constructive feedback.
* Demonstrate community networking and program development skills.
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| **Leadership / Teamwork** | * Work with key stakeholders to implement innovation and continuous quality improvement in training and assessment
* Contribute to a sense of teamwork, collaboration and positive connectedness.
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| **Personal accountability**(Mandatory for all positions) | * 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.
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1. Performance indicators
* Delivery of high-quality training programs to internal and external stakeholders.
* Demonstration of ongoing Professional Development

### Qualifications

* Essential: Current Certificate IV TAE in training and assessment
* Essential: Tertiary qualification in Psychology, Social Work, Counselling or equivalent.
* Preferred: Victorian Drivers Licence

### Experience

* Essential: Demonstrated experience in training, particularly presentations to large groups and facilitation of small groups.
* Essential: Experience working in a counselling and trainer role.
* A clear police records check is a condition of employment in this position.
* A valid Working With Children check.

### Core selection criteria

* **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
* **Teamwork:** Willingness to be proactive and help others, contribute to the continuous improvement of a positive, collaborative and effective work environment.
* **Professionalism:** Executes day to day activities in a positive, friendly and enthusiastic manner.
* **Cultural Awareness:** Values diversity as a strength and positively utilises diversity.
* **Client Focussed:** Achieve results through their teams.
* **Communication:** Well developed communication and interpersonal skills.
1. 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 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.**

1. Acknowledgement

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

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|  | **Employee**  | **Manager** |
| Name: |  |  |
| Signature: |  |  |
| Date: |  |  |