

<b>Title</b>	Training Officer (DV-alert)
<b>Business Unit</b>	DV-Alert, Lifeline Melbourne
<b>Location</b>	211 Chapel Street, Prahran Vic 3181
<b>Employment type</b>	Permanent Part Time
<b>Reports to</b>	Training Lead

## 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 Lifeline Training Coordinator will primarily be responsible for delivering a range of domestic violence and mental health training programs as well as some suicide prevention courses across Melbourne and in regional areas. These programs will include a suite of training programs from Lifeline Australia and DV-alert. These are DV-alert workshops and DV Awareness sessions, Mental Health First Aid, Accidental Counsellor and ASIST (Livingworks). These programs are delivered to health, welfare, education, emergency services and corporate organisations.

## Position Description

### Training Offiver (DV- Alert)

- This role is responsible for coordination of delivery of the DV-alert program across Melbourne under a Services Agreement which is delivered collaboratively with Lifeline Ballarat.

---

## 2. Scope

**Budget:** Delivery of annual DV-alert Services Agreement

**People:** Nil

---

## 3. Relationships

### Internal

- Uniting and Lifeline Melbourne Staff
- Volunteer Telephone Crisis Supporters

### External

- Lifeline Australia and other Lifeline Centres
  - Training participants and recipient organisations
  - Government funding bodies and contracting organisations
  - Other providers of human services and other stakeholders
- 

## 4. Key responsibility areas

### Service delivery

- To develop, deliver and evaluate a range of suicide prevention and mental health training programs across the corporate, community, welfare and health sectors of Melbourne and Victoria.
- To provide training and professional development to the staff and volunteers of Uniting, and to students and volunteers of the Lifeline Crisis Support Service.
- Coordinate the Lifeline National DV Alert various training programs across the state. This includes scheduling and invoicing.
- Delivery and reporting of annual DV-alert Services Agreement with Lifeline Australia.
- To deliver and further develop Lifeline Melbourne's promotional activities in collaboration with Uniting and Lifeline Australia.
- To attend Lifeline Australia Trainers Forums and meetings as required and contribute to the state and national continuous improvement activities.
- To establish and maintain partnerships with corporate, community, welfare and health sectors and to assist with the promotion of Uniting and Lifeline Melbourne Training programs as required.
- Complete required supervision and professional development as required.
- Backfill other training roles as required.
- To contribute to the operational objectives of the workplace.
- Capacity to travel to deliver training across Melbourne and in regional areas as required.

## Position Description

### Training Offiver (DV- Alert)

#### Administration

- Complete administration for DV-alert program including administration of workshops
- Liaise with Lifeline Ballarat for DV-alert administration
- Prepare and pack materials and presentations for Lifeline Australia courses and other training courses as required
- Complete program evaluation summaries and reports as required.
- Compliance and understanding/familiarity with organisational policies, procedures and relevant legislation (Quality Management System, Equal Opportunity, Health & Safety etc.)
- To attend mandatory training sessions (ie. Equal Opportunity, Bullying and Harassment, Health and Safety), and mandatory training specific to the position (eg. Food Safety, Infection control, manual handling, first aid)
- Keeping informed through attendance at meetings, internal electronic communication and staff notice boards.

#### People and Teams

- Contribute to developing a sense of team work and positive connectedness among Lifeline Melbourne staff and volunteers. Fostering collaboration and team work within and across programs and services.
- Activating Uniting's values of Imaginative, Respectful, Compassionate, and Bold and a culture of continuous improvement and best practice.

---

## 5. Performance indicators

- The provision of high quality suicide prevention, mental health and domestic and family violence training across the community and for volunteers.
- The promotion of Lifeline and Uniting activities across the community.
- Demonstrate the application of appropriate knowledge and skills which are gained through qualifications and/or previous experience in a discipline.
- Display sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- Demonstrate skills in record keeping, invoicing, managing time, setting priorities, planning and organising work load to achieve specific objectives.
- Develop and achieve set outcomes and further develop work methods where general work procedures are not defined.
- Assist with the maintenance of a cohesive staff team.
- Demonstration of ongoing professional development.

---

## 6. Person specification

### Qualifications

- Appropriate vocational qualifications in telephone counselling and or tertiary qualifications in the disciplines of social work, psychology, welfare studies or counselling and or a related field.
- Current Certificate IV in Training and Assessment TAE40110.
- Living Works ASIST Trainer and or MHFA Trainer qualifications desirable.

### Experience

- Demonstrated training experience
- Demonstrated group facilitation
- Knowledge of Registered Training Organisation (RTO) environment
- Knowledge of the telephone counselling environment

## Position Description Training Officer (DV- Alert)



### 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.
  - **Culturally Aware:** Values diversity as a strength and positively utilizes diversity.
  - **Client Focused:** Achieves results through their teams.
  - **Leadership:** Gives frequent and constructive feedback and displays personal commitment to developing others.
- Communication:** Well developed communication and interpersonal skills.

---

### 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 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: