



Job Description

Position:	Course Coordinator (Mental Health Connect)
Classification:	24 Month Contract
Responsible to:	Manager Learning and Development Unit (LDU) via the Training Coordinator
Responsible for:	Coordinate all aspects of the Mental Health Connect program

Main Duties

The Mental Health Connect (MHC) Course Coordinator is responsible for the overall delivery and continuous improvement of the Mental Health Connect training program.

Recruitment, induction and support of MHC trainers

- In consultation with relevant staff recruit induct and co-ordinate training for MHC trainers
- Provide mentoring support to new and existing MHC trainers
- Provide specific support to MHC consumer and carer trainers as required
- Regularly consult with MHC trainers to ensure appropriate support and resources are available to trainers
- In consultation with the Training Coordinator establish and maintain a support framework for all MHC trainers
- Supervise MHC trainers to ensure a high quality delivery of MHC is maintained
- Provide opportunities for MHC trainers to network with each other and other trainers employed by MHCC LDU
- Implement and monitor the quality system for endorsement and approval of MHC trainers
- Where relevant liaise with consumer/carer networks and organisations
- Convene and co-ordinate meetings and professional development events as required
- Support consumer/carer initiated peer support processes and other relevant initiatives
- Provide debriefing, support and follow-up to MHC trainers after training events as required (this may include contact outside of office hours on days of training)
- Provide information and resourcing to trainers as required eg online access to information

Coordination of MHC Training program

- In consultation with the Training Coordinator allocate MHC trainers to scheduled courses and coordinate the replacement of MHC trainers, when unavailable or unable to train scheduled training
- Establish, maintain and review administrative systems associated with MHC to ensure accuracy and efficiency
- In consultation with relevant staff develop, review and update all MHC training and other resources (eg induction materials) to ensure the continuous improvement of the MHC program
- In consultation with relevant staff review and update relevant policy and procedure associated with the MHC program on an ongoing basis
- Maintain a comprehensive communication strategy to ensure all MHC trainers and relevant LDU staff are aware of and fully briefed regarding changes to MHC training resources and policy and procedure

- In consultation work with Training Coordinator schedule courses annually and assist in the scheduling of additional courses throughout the year
- In consultation with relevant staff ensure the course is appropriately marketed and promoted
- Convene the MHC steering committee every 3 months and ensure the outcomes of the meeting are actioned
- Foster and promote information on current practices and initiatives in relation to consumers and carers and ensure information is disseminated broadly

Coordinate a culture for trainers in accordance with MHCC values

- Create and facilitate a climate that is conducive to participant learning and is reflective of MHCC principles.
- Ensure all training and processes recognise and reflect:
 - Consumer knowledge and experience
 - Carer knowledge and experience
 - Industry knowledge and experience
 - Research and policy
 - Recovery principles
 - Current best practice
- Ensure and monitor that trainers positively represent MHCC at all times, understand MHCC mission and aims and actively make themselves aware of MHCC role as a peak body
- Maintain a training culture that consistently represents MHCC values and its role as an industry based RTO that is responsive and adds value to the sector
- Ensure that training is provided in a manner that represents MHCC's principles
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service

Teamwork

- Work collaboratively with other team members
- Actively engage with other team members in continuous improvement of the LDU
- Attendance/participation at team meetings as required

Other

- Undertake professional development to ensure both training & vocational competencies remain current with industry standards
- Attend/participate in trainer & assessor meetings as required
- Promote the profile of the MHCC and LDU to the sector and other relevant parties
- Adhere to MHCC/LDU policy and procedures & workplace/industry requirements
- In conjunction with relevant staff contribute to development and review of LDU policies and procedures and systems
- Ensure compliance with all Commonwealth & State legislative requirements and ethical practices governing the MHCC business activities (including but not limited to EEO, Anti-discrimination, OH&S, VET)
- When required undertake other project related work to promote and develop other MHCC programs, processes and resources
- Complete other duties as required