



Where mental wellbeing thrives

Position Description Training and Assessment Coordinator

“Where mental wellbeing thrives”

Position Details

Position Title:	Training and Assessment Coordinator
Position Level:	Level 4
Agreement:	Flourish Australia Enterprise Agreement 2018
Employment Type:	Full-time
Hours of Work:	38 hours per week

Position Summary

A Training and Assessment Coordinator with Flourish Australia is expected to develop, deliver and coordinate individualised training options for supported employees with Flourish Australia’s Community Businesses. They are responsible for ensuring that all supported employees have appropriate Employment Assistance Plans that identify vocational goals at all times.

Additionally, a Training and Assessment Coordinator with Flourish Australia will be responsible for the design and delivery of evidence based training opportunities for each supported employee to meet their identified goals through individual and group activities. The role also requires face to face training delivery and the coordination of training activities to be delivered by Supervisors and support staff at the nominated Community Business sites.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia’s vision is creating communities where everyone’s mental health and wellbeing flourishes.

Mission

Supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Flourish Australia’s community businesses provide vocational support and training within a commercial environment to people with lived experience of mental health issues. They achieve this goal by tailoring meaningful employment activities that support an employee’s vocational journey with practical on the job training and a group based learning experience. These vocational activities culminate into achieving the Community Businesses objective of transitioning employees into open employment.

The objectives of our community businesses are to provide a supportive working environment where people can:

- Reconnect gradually with employment and earn an award-based wage;
- Gain or enhance the social skills required to operate successfully as an employee;
- Learn about recovery and how to improve their physical and mental health and wellbeing, and plan their recovery journey with support from a peer worker; and
- Gain useful trade or industrial skills and qualifications relevant to future working opportunities.

Relationships and Authority

Reports to: Site Manager

Direct reports: As operationally required

Internal: Procedures, Training and Technical Specialist; Supervisors, ADE; Sales Manager; Peer Workers and Mental Health Workers; NDIS Transition Coordinator

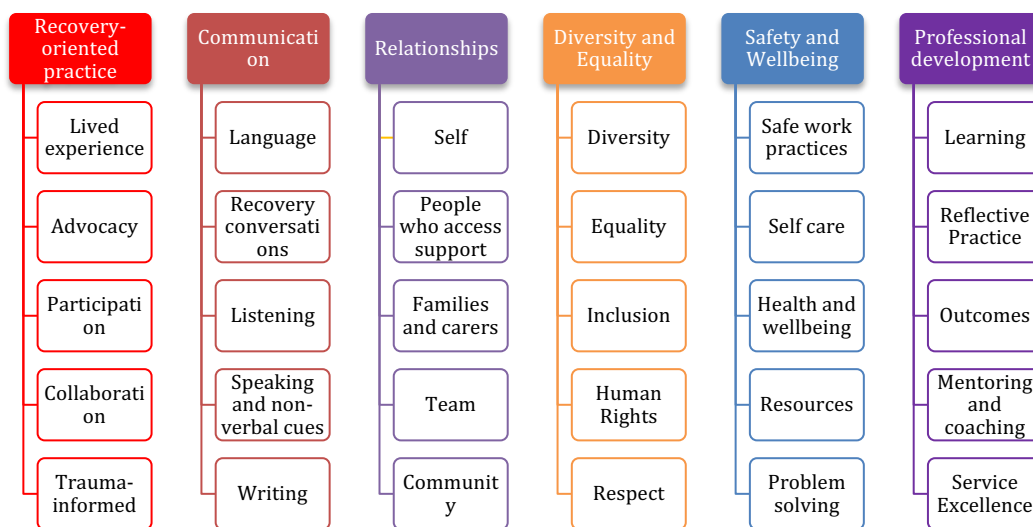
External: According to site requirements

Organisational Accountabilities

- Abide by all Flourish Australia policies and procedures.
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about, and helping to create and sustain a culture of, continuous quality improvement.
- Actively promote a ‘no wrong door’ approach.
- In collaboration with Cluster Managers, develop and grow community business activities on a strategic level and in accordance with local needs in the areas nominated.
- Commit to the detection and prevention of fraud.
- Identify possible individual and organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.
- A strong commitment to, and expert understanding of, recovery-based practice in the workplace.
- Be committed to working professionally and abiding by the Flourish Australia Code of Conduct Ethics.

Key Capabilities

Flourish Australia’s Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia’s Capability Framework (below).



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.

Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> • Hand/arm • Foot/leg 	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other IT equipment, general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> • 2kg-5kg • 5kg-10kg • 10kg-15kg • >15kg 	Frequent Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations, visiting people's homes.

Key Tasks and Responsibilities

- Interpreting all performance targets set by the Site Manager.
- Design contemporary, evidence based programs consistent with the community business outcomes and objectives and other requirements of the community business team.
- Develop exceptional content across all channels, including written, visual and upskill team members to deliver
- Collaborate with the community business team and supported employees to ensure our content is relevant and engaging.
- Develop and implement a documented process to ensure feedback is reviewed, analysed and implemented if relevant.
- Revise and update existing materials
- Consult with relevant subject matter experts internally and externally to inform the revision of existing, and development of new, programs.
- Maintain an appropriate system of document, data and version control to ensure the timely revision of education materials.
- Deliver, assess and evaluate structured education programs.
- Participate in the development of other team members and support (co-facilitate) with them to deliver the programs
- Ensure all supported employees have current Employment Assistance Plans with identified vocational training goals and to develop training packages to support those goals .
- Provide support, mentoring and other assistance ensuring supported employees are encouraged to consider open employment opportunities, including accessing further education, Disability Employment Services (DES) and other appropriate opportunities.

Performance Indicators

- Training offered at the nominated site meets the vocational goals of all supported employees.
- All supported employees actively participate in the development of Employment Assistance Plans.
- All training registers remain updated at all times.
- Outcomes related to identified goals within supported employee's Employment Assistance Plans are met and documented.

Required Skills and Personal Attributes

- Have a high level understanding of Employment Programs and outcomes
- Be proficient with technology
- Apply sound working knowledge of recovery-oriented practice
- Obtain working knowledge of all Flourish Australia programs
- Think creatively to solve problems and be people focused and work in partnership.
- Apply advanced working knowledge of person led recovery-oriented practice.
- Have advanced interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy
- Value diversity and be respectful at all times
- Self-reflect and constantly review work practices
- Be committed to professional and ethical conduct
- Have a strong and committed work ethic

Key Selection Criteria

"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."

Essential:

1. A minimum of 3-years experience in delivering person led vocational training programs.
2. Qualifications in occupational therapy, training and assessment, employment services, or related fields.
3. Direct or related vocational training and assessment experience, preferably within a health sector setting.
4. Strong communication skills, excellent interpersonal organisational skills.
5. Demonstrable facilitation, presentation, mentoring and training skills.
6. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
7. Current Australian Driver's Licence.

Desirable:

1. A personal lived experience of a mental health issue.
2. Demonstrated understanding of the challenges faced by people with a lived experience of severe and persistent mental illness and how providing a recovery-oriented service is of benefit to people.
3. A First Aid certificate

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

Agreement

I, _____, have read and understand the obligations of the Training and Assessment Coordinator with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

Training and Assessment Coordinator

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.