

Position Description

Title	Training Coordinator, Lived Experience Workforce
Business unit	AOD, Mental Health, Carer Services and Tasmania
Location	26 Jessie Street, Coburg
Employment type	As per employment agreement
Reports to	Team Leader, AOD & Mental Health Training & Capacity Building

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

1. Position purpose

Uniting's Voices Vic has been delivering training on the Hearing Voices Approach for many years. This approach is a peer-led recovery model for people who hear voices, see and sense things that others do not.

The purpose of the Hearing Voices training is to provide tools to assist people in managing distress associated with the voices, develop healthy relationships with voices, and work towards living a more meaningful life. We offer in-depth and engaging training for mental health professionals, peer workers, voice hearers, carers, and family members. We also offer specialised external training packages for clinics, hospitals and other health services who are wanting to learn how to facilitate and setup their own hearing voices group and apply the Hearing Voices Approach.

The Training Coordinator Lived Experience Workforce role is responsible for overseeing the coordination, delivery, and promotion of Lived and Living Experience training including Hearing Voices Approach Training. The position aims to grow and sustain the Lived and Living Experience workforce to facilitate specialised training such as Hearing Voices Approach & Group Facilitation.

2. Scope

Budget: nil

Position Description

Training Coordinator, Lived Experience Workforce

People:

- Lived and Living Experience Trainers

3. Relationships

Internal

- Manager AOD, Mental Health & Well-being
- Team Leader, AOD & Mental Health Training & Capacity Building
- Team Leader, AOD & Mental Health Lived & Living Experience
- Consumers and Lived Experience Workforce / Trainers / Peer Facilitators
- Project Administrative Worker

External

- Consumers, Family, Friends & Carers
- The Department of Health
- Clinical and non-clinical Mental Health Services
- VMIAC (Victorian Mental Illness Awareness Council) & Our Consumer Place
- Tandem Carers & Carers Victoria
- Mental Health Victoria
- Hearing Voices Networks
- SHARC
- Headspace
- Swinburne University
- Centre For Mental Health Learning
- Other key stakeholders

4. Key responsibility areas

Training Facilitation

- Build the capacity of the lived and living experience workforce to deliver Hearing Voices Training, workshops, and information
Provide follow-up support and mentoring to people who have undertaken the Hearing Voices Approach training.

Training Coordination

- Develop and implement processes that support the lived and living experience workforce both within the team and across the division.
- Consistently identify opportunities for growth and development and actively pursue opportunities to continuously innovate and expand service offerings.
- Lead / support reviews and evaluation processes.
- Manage the program planning cycle and implementation.
- Assist in planning, development, administration & marketing of Training & Workshops.
- Maintain and keep record of training invoices and payments.
- Support staff in the lead up to training and facilitation.
- Review, edit and update training slides, manuals and workbooks as needed.

Manage Strategic Relationships

- Attend strategic network meetings.
- Develop and maintain external partnerships with other Hearing Voices networks in Australia and overseas.
- Develop and maintain relationships with key consumer peak bodies, organisations and individuals and high-profile consumer leaders.
- Develop and maintain relationships with stakeholders, partners and sponsors for events and training.
- Lead Hearing Voices promotion and profile raising.

Position Description

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People and teams

- Establish, lead, coach and inspire an engaged and productive team.
- Lead the team in leading practices and effective process governance.
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Attend regular staff team meetings.
- Attend relevant Uniting staff training & engage in Uniting support services, as required.
- Promote and maintain a positive, respectful, and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety).
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

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

- Deliver on 916 training & mentoring hours per annum for Hearing Voices
- Deliver 423 subsidised Hearing Voices Training places per annum

6. Person specification

Qualifications

- Tertiary qualification in Psychology, Social Work, Occupational Therapy, or other health related discipline (minimum Certificate IV in Mental Health / Peer Work)
- Cert 4 in Training and Assessment

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Experience

- Lived or living experience as a consumer of mental health services.
- In depth understanding of supporting people with mental health challenges.
- Experience in training facilitation and coordination.
- Relevant experience in a human services, welfare, or social services role.
- Demonstrated staff supervision and leadership skills and ability to deal with challenging and complex issues.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Ability and willingness to share lived experience of mental health / AOD use and recovery in a safe way to inform your work, the work of the team and the organization.
- Willingness to learn and understand the background of work and programs in Mental Health & AOD at Uniting.
- Demonstrated ability and experience leading and managing a team of lived and living experience workers including capacity to effectively lead, coach, and develop a team to achieve best quality service outcomes.
- A demonstrated understanding of the Mental Health & AOD sector and a commitment to the principles of recovery.
- Demonstrated experience leading a team with lived and living experience.
- Understanding of / or willingness to be trained in the Hearing Voices Approach and Intentional Peer Support.
- Highly developed and effective interpersonal and communication skills.
- Experience in successfully guiding, engaging, and motivating a team.
- Proficiency with Microsoft Office package and relevant data collection tools.
- A preparedness to travel within the Melbourne metropolitan regions to meet the requirements of the role and to work out of various locations as required.

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: