

The following position descriptions for consumer worker roles have been provided with permission by CAN Mental Health Inc., PRA, Uniting Care Mental Health and MHCC. They are to be used as templates only to provide guidance for your own position descriptions for your organisation. Importantly, the essential and desirable criteria for each are considered and should form the basis in your own versions of the job descriptions.

Consumer trainer job description



Job Description

Position: Mental Health Trainer & Assessor
Classification:
Occupant:
Responsible to: Executive Officer via Training Coordinator
Responsible for: **Training and Assessment**

Essential Criteria

- Excellent oral and written communication skills
- Certificate IV in Training & Assessment (or Assessment & workplace Training)
- Community services training & assessment experience
- Industry knowledge & experience of mental health services
- Experience of Microsoft Office programs
- Flexible in work practices
- Drivers license

Main Duties

Training & Assessment

- Perform the vocational education trainer & assessor role in an effective, professional manner consistent with the AQTF standards for RTO's, MHCC/LDU policy and procedures & workplace/industry requirements
- Assist in the development, implementation and review of training & assessment strategies and materials
- Adhere to the assessment guidelines of the relevant national training package
- Provide feedback to participants on the outcomes of assessment processes & guidance on future options in relation to those outcomes
- Advise, assist and help participants to develop their educational programs and make them aware of the facilities available within the MHCC LDU
- Manage the design & implementation of training plans for all participants to ensure access and equity in achieving successful learning outcomes

- Inform the Training Coordinator in a timely manner of any course and/or participant problems including all complaints and appeals
- Attend/participate in trainer & assessor meetings as required
- Ensure that, except as required by the AQTF or by law, information about a participant will not be disclosed to a third party without the written consent of the client
- Safeguard any confidential information obtained by the RTO and committees, individuals or organisations acting upon our behalf.

Administration

- Respond to telephone, oral and written requests for information & ensure the specific needs of customers are clarified and met
- Timely completion and delivery of course and participant administration forms & records for data entry & filing
- Update of all relevant course and participant files ensuring each file is current
- Verify accuracy of all Qualification, Statement of Attainment and/or Transcript paperwork prior to issue
- Ensure that the MHCC LDU policies, procedures, systems & resources operate in an effective and efficient manner consistent with NSW VETAB RTO registration requirements