

## Job Description

<b>Position:</b>	Training Services Team Leader
<b>Employment Status</b>	Full-time
<b>Classification:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Responsible to:</b>	Chief Executive Officer via Manager, LD

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### About MHCC

The Mental Health Coordinating Council (MHCC) is the peak body for non-government mental health community-managed organisations (CMOs) across New South Wales (NSW). MHCC has over 100 voting member organisations which provide a diversity of psychosocial and clinical services. MHCC advocates recovery oriented and trauma informed practice and works closely with its members and other stakeholders to build capacity and improve mental health service delivery to people with lived experience of mental health conditions, their families and carers in NSW.

MHCC takes a leadership role in advocating the vital importance of the mental health community managed sector. We participate extensively in policy reform and work in partnership with State and Commonwealth Governments to build cross-sectoral collaboration and understanding.

We initiate, manage and conduct research and sector development projects on behalf of and in partnership with the sector and build capacity through partnerships, collaboration and workforce development.

MHCC is a Registered Training Organisation (RTO) providing accredited and non-accredited courses and professional development to community sector workers and other stakeholders.

### MHCC's Vision

*People with lived experience are the drivers of positive change in all mental health services and mental health reform*

### MHCC's Purpose

*To build the capacity and ability of community organisations to support people on their recovery journey*

### MHCC's Underlying Principles

- Good mental health is about the whole person: their psychological, physical, emotional and spiritual needs
  - Service user input is central to the promotion of mental health and the delivery and management of services
  - Communities need to provide a diversity of mental health services designed to meet local needs
  - An across-government and sector approach to mental health promotion and service delivery is required
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## About the Role

The Training Services Team Leader is responsible for the co-ordination of training and training staff to ensure RTO and MHCC standards are adhered to.

### Resource Management

- Conduct regular supervision sessions with LD reports and provide mentoring and assistance as required.
- Coordinate the allocation of daily tasks within the LD team to ensure MHCC requirements are met and workload, commitments, deliverables, projects and schedules are constantly monitored.
- Participate in the recruitment, selection, induction and exiting of relevant positions
- Manage the pool of external trainers and assessors
- Ensure appropriate systems for feedback, workforce development and performance management processes are in place for trainers and assessors
- Ensure quality training is delivered at all times
- Ensure staff complaints and issues are managed in accordance with MHCC policy and procedure in a timely manner

### Training and Assessment Services

- In consultation with the LD Manager coordinate trainers within MHCC (including full time, part-time, casual and external trainers and assessors) to meet MHCC's training commitments
- Work collaboratively with relevant staff to ensure trainers are resourced effectively to provide training in all aspects of delivery of MHCC training and assessment services
- Oversee the allocation of training to trainers according to MHCC requirements and trainers skill and expertise
- Oversee and monitor training load, expectations, location, time, facilities, distribution of materials training schedule and other training issues
- In collaboration with relevant staff ensure training and assessment services meet targets
- Coordinate an efficient documentation monitoring system to ensure training documentation (including assessments) is provided to the trainer, is collected from the trainer and is distributed to the participant
- Oversee coordination of all aspects of training from enrolment to graduation
- Develop, maintain and review systems to ensure all training recognises and reflects:
  - Consumer knowledge and experience
  - Carer perspective knowledge and experience
  - Industry knowledge and experience
  - Research and policy
- Develop systems to ensure and monitor that trainers positively represent MHCC at all times, understand MHCC mission, aims and principles and actively make themselves aware of MHCCs role as a peak body
- Develop and 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.
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service
- Administer and monitor training invoices and claims, including participant fees and refunds according to VET Quality Framework compliance
- Respond to telephone, oral and written requests for information & ensure the specific needs of trainers are clarified and met
- Ensure individual needs of participants are addressed and develop appropriate responses and strategies in consultation with trainers, assessors, program coordinators and organisations
- Manage participant and organisation complaints and or appeals
- Manage participant discipline issues

## **Record and Information Management**

- Ensure trainer/assessor files and the approved trainer register is maintained and that all trainers/assessors hold the required qualifications and professional industry competency prior to any appointment to deliver a training course on behalf of MHCC
- Ensure all trainers records and documentation, qualifications, skills and experience are recorded, updated and accessible
- Oversight document management systems and implementation
- Ensure all participant records are maintained in both paper based and electronic form as required
- Participate in continuous improvement process and ensure feedback is provided on training processes and content and appropriate action taken
- Oversight all training, assessment and certification records are appropriately archived in accordance with MHCC policy and procedure
- In collaboration with the LD Manager, ensure implementation and correct use of training & assessment plans, session plans, assessment tools and generic course materials as published by MHCC

## **Teamwork**

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

## **General responsibilities**

- To understand the aims and objectives of MHCC
- To promote the profile of MHCC in a positive light at all times to the sector and other relevant parties
- Maintain awareness and knowledge of contemporary operational theory and methods and provide suitable interpretation to the CEO, Board and staff within the organisation.
- Support MHCC to prepare for audits, change of scope and other governance and RTO requirements
- To provide comprehensive reports to the CEO and Management as requested.
- Provide relevant information on activity for inclusion in Board report as requested.
- To abide by the MHCC Policy and Procedures Manual at all times and workplace/ legislative requirements
- To abide by the Code of Conduct Agreement
- To ensure the practice of Workplace, Health and Safety (WHS) Standards are maintained by staff and self
- Ensure compliance with all Commonwealth & State legislative requirements governing the MHCC business activities (including but not limited to EEO, Anti-discrimination, WHS, VET)
- Undertake professional development to ensure competencies remain current with industry standards
- Attend/ participate in relevant meetings and industry forums as required
- To participate in an annual performance appraisal
- To seek formal supervision if required
- Use equipment provided in a professional manner
- Other duties as directed by the CEO or MHCC management