

Lifeline Harbour to Hawkesbury Sydney Position Description

Job title: Training and Recruitment Manager – Crisis Support

Location: Gordon

Reports to: General Manager National Crisis Support

Position Summary

The Training and Recruitment Manager – Crisis Support is responsible for ensuring a consistent flow of quality, engaged and sufficient crisis supporters to the Voice and Digital Teams, so that H2HS can significantly contribute to a suicide-free Australia through crisis support.

The key objectives of the role are:

- To provide expertise, coordination, administration and system support for the range of activities related to Crisis Support recruitment, training, onboarding, wellbeing and initial practice quality;
- Alongside the Voice and Digital Services Managers, assist the Voice and Digital Crisis Supporters to feel upskilled, supported and connected to each other and to H2HS - from the initial application stage, throughout the training period, and during their first year in service;
- To oversee the organisation, productivity and efficiency of the training and recruitment team;
- To work collaboratively with Lifeline Australia, advise on strategic volunteer sourcing, training issues and practice development;
- To ensure Lifeline H2H meets Registered Training Organisation standards.

Key Accountabilities	Tasks
Planning	<ul style="list-style-type: none"> • Develop and manage the annual plan for the Voice and Digital intake timing and quantity, course delivery, budget, course model and curriculum, timeline and resource requirements; • Co-ordinate with other teams on the development and delivery of the annual plan, including the Voice and Digital teams, LLA, H2HS Marketing and Finance; • Recruit, liaise with and support volunteer facilitators, mentors and contract trainers • Liaise with Lifeline Australia on developments in the delivery and organisation of Lifeline training courses • Ensure the resourcing, systems and support within the Training and recruitment team is capable of delivering the plan • Provide strategic advice to the General Manager National Crisis Support on training issues and future plans • Identify risks and contribute to LLH2HS risk management program with suggestions for policy and procedures to mitigate risk

Crisis Support Worker Training	<ul style="list-style-type: none"> • Deliver the prescribed training program for Crisis Support Workers in Voice and Digital • Develop, deliver and support additional learning, bridging and other course delivery options for needs such as transfer of crisis supporters between Voice and Digital Services • Recruit, liaise with and support volunteer facilitators and contract trainers • Ensure experienced and quality presenters of information and instruction as required by the course intakes • Ensure provision of experienced and quality resources with the capability of assessing the competency of students • Engage and interact with facilitators and students • Ensure students' progress is monitored, providing support and advice as needed • Ensure the review of trainee assessment results and confirm final decisions on competence for each trainee • Ensure Lifeline H2H fulfils all LLA's requirements as a Registered Training Organisation (RTO)
Trainee recruitment and onboarding	<ul style="list-style-type: none"> • Ensure quality decisions and processes for student applications and student competence in assessments for accreditation • Ensure the resources and mechanisms are in place to support quality decisions on acceptability of applicants for the training programs • Ensure the effective recruitment, engagement and support of trainees throughout the training programs • To liaise with the Voice and Digital teams to identify topics requiring enhancement of recruitment strategies and subject matter within training course content
DTS and DCS Engagement and wellbeing	<ul style="list-style-type: none"> • Facilitate the design and deployment of initiatives which assist the Crisis Supporters to feel supported and connected to each other and to H2HS - from the initial application stage, throughout the training period, and during their time in service; • Manage evaluation surveys and touchpoints to check in with trainees and Crisis Supporters in their first 12 months • In the case of trainee withdrawals, connecting to explore other potential volunteer opportunities and pathways
Content and system administration	<ul style="list-style-type: none"> • Assist with the deployment and support to staff and volunteers regarding any system or process changes across Crisis Services Training, H2HS systems or LLA applications • Continuously improve the experience of applicants, trainees, paid and volunteer staff involved in crisis support through effective systems, information, data and processes • Develop reports, surveys and progress tracking in support of experience, quality and retention
Communication & liaison	<ul style="list-style-type: none"> • Maintain regular communication and consultation with the Managers for Voice and Digital and the Centre Supervisor • Foster strong collaborative relationships with peer Centres across the Lifeline network • Liaise with relevant internal staff e.g. the Marketing, ICT and Finance teams

	<ul style="list-style-type: none"> • Liaise with other Lifeline Centres' Trainers • Monitor Lifeline Australia website in relation to DS training programs • Attend Lifeline National Trainers' Forums
Team leadership	<ul style="list-style-type: none"> • Provide feedback and support to members of the Training Team • Ensure relevant professional training and development activities for self and members of the training team are conducted
Reports and Communication	<ul style="list-style-type: none"> • Liaise with Lifeline Australia in relation to all aspects of TCS training • Provide appropriate reports to the CEO and to Lifeline Australia in relation to the delivery of accredited training • Provide statistical data on training as required • Participate as required in external meetings/committees • Liaise as needed with other community organisations

Core Competencies

Builds a successful team

Uses appropriate methods and a flexible interpersonal style to help build a cohesive team, providing supervision and support for team members

Plans and organises work

Plans courses of action for self and others to ensure that work is completed efficiently; takes a proactive approach to problems; prioritises tasks

Delegates tasks

Assigns agreed tasks and responsibilities to training team staff or volunteers as appropriate

Builds positive working relationships

Establishes good interpersonal relationships by working collaboratively, helping people feel valued and supported, listening and demonstrating sensitivity in reactions to problems and ideas

Makes quality decisions

Gathers and considers information and makes sound and timely decisions to meet goals

Demonstrates adaptability

Adjusts effectively to new issues and requirements in the work environment, maintaining a constructive and positive approach; shows creativity in solutions to problems

Communicates effectively

Conveys information and ideas clearly in both verbal and written forms, in a way that ensures understanding; presents to groups in an engaging manner

Technical competencies

Essential

- Competence in counselling, education, and managing volunteers

- Facilitation and presentation skills
- Knowledge and understanding of group dynamics
- Ability to develop skills of volunteers and training facilitators
- Computer literacy
- Report writing skills

Qualifications and Experience

Essential

- Tertiary qualifications or extensive experience in psychology/social work, education or counselling
- Experience in team leadership, in particular of learning design, training delivery, recruitment campaigns, operational planning, budgeting and cross-team collaboration

Desirable

- Experience in leading staff and volunteers in a not-for-profit environment
- Experience with the requirements of a Registered Training Organisation

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____