



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHEREO AOTEAROA

## POSITION DESCRIPTION

**Be part of our mission:**

*To improve the lives of vulnerable people  
by mobilising the power of humanity  
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit [redcross.org.nz](https://redcross.org.nz)

**Job Title:** First Aid Instructor  
**Group: 2** Engagement and Enterprise  
**Location:** Auckland  
**Reports to:** First Aid Training Team Leader  
**Position status:** Permanent, Full-time  
**Version date:** 23 August 2022

### OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

### DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

### THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

## WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

## ABOUT THE GROUP

### Engagement and Enterprise

The Engagement and Enterprise Group has four core functions. The Communications, Marketing and Engagement directorate supports and enables organisational communications (both internal and external) as well as raising public awareness. The Philanthropy directorate supports and enables organisational fundraising efforts across a portfolio of different fundraising products and activities. The First Aid directorate is responsible for the creation of revenue through the delivery of first aid training and the sale of first aid related products. The Retail directorate is responsible for the creation of revenue through the sale of donated products through about 50 Red Cross shops across the country.

## POSITION PURPOSE

Reporting to a First Aid Training Team Leader, First Aid Facilitators are responsible for delivering quality New Zealand Red Cross (NZRC) first aid courses and other approved training programmes. They are expected to facilitate courses to the required standards as detailed in the curriculum, and detailed in policies, standards, guidelines and directives issued and/or approved by the First Aid Leadership Team. The Facilitator is required to take responsibility for the students under their care for the duration of the course, and to meet the learners needs to ensure that they are able to successfully complete the course or programme.

Facilitators should be able to offer advice on the appropriate usage of New Zealand Red Cross first aid kits and associated products and to give advice to students or clients on their courses.

## KEY RESPONSIBILITIES

- Be competent with all aspects of course curriculum, classroom resources, teaching aids, and know how to use them effectively.
- Plan, coordinate and facilitate courses.
- Inform participants of assessment procedures and course qualification requirements at the beginning of the course.
- Create a safe, comfortable learning environment conducive to participants' achievement of the course objectives.
- Without altering the required course standards, adapt teaching approaches to any industry requirements, student learning styles and ability.
- Be prepared to answer participants' questions or know where to find the answers.
- Provide for the health and safety of participants, always ensuring that:
  - tutorial equipment is maintained to a high standard with a particular emphasis on ensuring that manikins are hygienically cleaned according to hygiene and sanitisation protocols.
  - participants are aware of all health precautions and guidelines concerning the transmission of infectious diseases, in the case of a pandemic or local infectious outbreak
  - participants know they should consult the Facilitator if they have concerns about their physical ability to perform any First Aid skill.
  - the training environment is free of hazards, and participants are briefed on procedures, should an emergency situation occur.

- Be proficient at and able to demonstrate all skills taught, and:
  - supervise participants while they are practising skills.
  - provide participants with constructive feedback as they learn.
  - evaluate participants' skills performance, and assess against appropriate unit standard(s).
  - identify participants who are having difficulty with the course and develop effective strategies to raise their competence.
- Be familiar with Red Cross first aid kits, AEDs and other products, and be able to give advice if required.
- Be familiar with history, structures, programmes and activities of New Zealand Red Cross and the Red Cross Movement in general.
- If appropriate, promote individual and community disaster preparedness awareness and measures during the duration of the course.
- Complete all administrative duties and course enrolment and processing tasks in a timely manner

## HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

## RELATIONSHIPS

### Internal

Senior Training Facilitator  
Training Managers  
First Aid Management Team  
Education Team  
NZRC staff

### External

Clients  
First aid course participants

## STAFF

### Direct

Nil

### Indirect

Nil

## PERSON SPECIFICATION

### Knowledge

- Knowledge in either or both:
  - a training, education or other similarly related context and a desire to learn the technical aspects of the curriculum in order to teach first aid
  - a background in first aid or experience in the health or emergency services sector with a desire to develop facilitation and teaching skills

- A basic understanding of how not for profit and/or volunteer organisations function
- Empathy with humanitarian causes
- An understanding and respect towards people from other nations, cultures and a commitment to respecting diversity

### **Qualifications and/or experience**

- A Certificate in Adult Education or relevant experience is an advantage
- A qualification within the health sector is an advantage
- Relevant work experience in either or both:
  - a training, education or other similarly related context and a desire to learn the technical aspects of the curriculum in order to teach first aid
  - a background in first aid or experience in the health or emergency services sector with a desire to develop facilitation and teaching skills
- Experience in delivery of first aid or first responder environment is an advantage

### **Skills and other attributes**

- The ability to effectively use modern teaching technologies and resources.
- A well-organised approach and commitment to quality training
- Highly effective communication skills. The ability to speak a second language is beneficial
- An understanding and respect towards people from other nations, cultures and a commitment to respecting diversity
- A proven ability to effectively work independently with minimal supervision
- An ability to build and maintain positive effective working relationships at all levels of an organisation
- The ability to motivate and assist others and be a reliable and effective team member
- Be physically capable to instruct first aid courses including aspects such as standing, kneeling, carrying and lifting
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

### **TRAVEL**

The appointee may be required to undertake travel for this role.

### **DRIVER LICENCE**

A current car driver licence is required for this role.

### **DELEGATIONS**

Financial: Tier Nil

Employment: Tier Nil

### **NOTE**

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.