



NEW ZEALAND
RED CROSS
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POSITION TITLE:	Psychological First Aid Facilitator
LOCATION:	Various
RESPONSIBLE TO:	Psychosocial Programme Coordinator
FUNCTIONAL RELATIONSHIPS:	National Educational Performance Manager National Business Development Manager National Training Manager NZRC Staff Course Participants

POSITION SUMMARY:

The Psychological First Aid (PFA) Training Programme has been providing training to New Zealand Red Cross staff and volunteers since 2014. This training ensures skills, based on a recognised framework, are provided to those who will provide the most lasting support within a community or organisation (depending on the context). During 2016, and with support of the Ministry of Civil Defence and Emergency Management, Red Cross has adapted the training to target a wider audience; specifically offering it as a commercial product for anyone who might require it to support their role.

This role will ensure the delivery of high-quality training sessions and will contribute to the on-going learning and development of the Psychosocial Training Programme.

KEY RESPONSIBILITY AREAS:

PFA Facilitators should:

- Be familiar with all course materials and know how to use them effectively
- Plan, co-ordinate and manage the delivery of allocated courses
- Deliver allocated courses according to the agreed curriculum to attending participants
- Inform participants of evaluation procedures and course requirements at the beginning of the course
- Create a non-threatening environment conducive to participants' achievement of the course objectives
- Adapt facilitation approaches to any industry requirements, experience and ability of the participants without altering required standards
- Be prepared to answer participants' questions or know where to find the answers
- Be proficient at and able to demonstrate all skills taught
- Supervise participants while they are practicing skills
- Provide participants with constructive feedback as they learn
- Evaluate participants' skills performance
- Identify participants who are having difficulty with the course and develop effective strategies for raising their competence
- Be familiar with history, structures, programmes and activities of New Zealand Red Cross and the Red Cross Movement in general
- Provide a positive example by not smoking or displaying other unhealthy habits while working with participants
- Participate in regular facilitator meetings, providing feedback on sessions and input to content as appropriate

Health, Safety and Wellbeing

- Ensure anyone engaged with NZRC activities is informed of and understands the Health, Safety and Wellbeing (HSW) requirements and is adequately trained to carry out their work safely.

- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents, including near misses
- Promote good HSW practice and monitor this in your area of work.
- Take responsibility for your personal HSW and that of others, by not knowingly putting yourself or others at risk.
- Follow all HSW procedures and instructions advised to you.
- Actively deal with and/or report unsafe practices, actions and/or conditions for prompt attention.
- Actively participate in the management of HSW in your workplace and bring any concerns or suggestions to the attention of your manager and/or HSW representative.

DELEGATIONS:

Staff Management

Number of direct reports	Nil
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	Nil
Employment Related Delegations	Nil

Note:

The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross. Any changes will be mutually agreed to by both parties.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross.

PERSON SPECIFICATION:

Qualifications:

- Relevant qualification and work experience in a health-related profession, for example psychology, social work, occupational therapy, nursing etc.
- A mental health background would be an advantage.

- Qualification and experience in adult education an advantage.

Experience/Competencies

The appointee would be able to demonstrate:

- Self-management skills, flexibility, resourceful and independent, but comfortable working within the framework of an integrated recovery program and team-oriented environment
- Facilitation skills in diverse adult learning environments
- Competence in a variety of adult learning and facilitation techniques
- Computer literacy, especially in Microsoft 365 and Office, and be able to adapt to the introduction of smart technologies like cloud-based rostering and delivery platforms.
- Ability to confidently engage participants in course content and respond to questions/discussions appropriately
- Ability to plan, deliver, and reflect upon training sessions
- Effective time management and organisational skills
- Ability to travel to deliver training as required
- Ability to work weekends when required
- Empathy with humanitarian causes
- A commitment to work as a team member of Red Cross

Driver’s Licence

A current motor vehicle driver’s licence is essential.

APPROVED:

Authorised signature:	
Name:	<u>Graham Wrigley</u>
Position:	Head of Education and Training
Date:	