

NEW ZEALAND
RED CROSS
RIPEKA WHERO AOTEAROA

POSITION TITLE:	Psychological First Aid Facilitator
LOCATION:	Auckland, Hamilton, Wellington, Christchurch and other locations
RESPONSIBLE TO:	Training Coordinator (PFA)
FUNCTIONAL RELATIONSHIPS:	Training Development Manager Training Services Manager Training Coordinators (national) Senior PFA Facilitator NZRC Staff

POSITION SUMMARY:

New Zealand Red Cross have been actively working in the Greater Christchurch Earthquake Recovery since 2010 and are committed to continuing this work.

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 first and most lasting support will be members within the community or organisation (depending on the context). During 2016, and in support of the MCDEM Directors Guidance, 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 facilitation 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 conduct of allocated courses.
- Deliver allocated courses according to the agreed curriculum to attending participants, who may be internal NZRC staff or an external or public audience.

- 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.
- Provide for the health and safety of participants, always ensuring that the training environment is free of hazards and participants are briefed on how to react should a hazardous situation occur.
- 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.
- Promote individual and community Disaster Preparedness awareness and measures during the duration of the course.
- 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
- Be available to be deployed as a NZRC psychosocial team member in the event of an emergency event in New Zealand

Health & Safety

- Ensure that participants are informed of Health & safety requirements and hazards for the training area e.g. emergency exits, what to do in case of emergency etc.
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries
- Ensure all hazards are promptly assessed for their significance, and managed according to the hazard management process.

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.

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

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:

- Demonstrated ability to understand, analyse and explain clearly issues in a complex environment.
- Demonstrated facilitations skills in diverse adult learning environments
- Competence in a variety of computer applications, particularly the use of PowerPoint.
- Strong written and verbal communication skills.
- Ability to plan, deliver and evaluate training.
- Effective time management and organisational skills.
- Ability to travel to deliver training as required.
- Able to work weekends when required.
- Empathy with humanitarian causes.
- Be enthusiastic and have the commitment to work as a team member of Red Cross.

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.


Travel

The appointee must be able to travel.

Driver's Licence

A current motor vehicle driver's licence is essential.

APPROVED:

Authorised signature:	
Name:	Graham Wrigley
Position:	National Education and Training Manager
Date:	20 June 2017