



NEW ZEALAND
RED CROSS
RIPEKA WHERE 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

Job Title: Psychosocial Training Facilitator
Group: Engagement and Enterprise
Location: Flexible
Reports to: Team Leader Psychosocial Training
Position status: Casual
Version date: 15 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

The Psychosocial First Aid 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 RESPONSIBILITIES

- 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

- 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

NZRC staff and volunteers
Education Standards and Performance
National Training Operations Manager

External

Course Participants

PEOPLE

Direct

Nil

Indirect

Nil

Volunteers

PERSON SPECIFICATION

Qualifications and/or experience

- 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.
- Competence in a variety of adult learning and facilitation techniques

Skills and other attributes

- 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
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.
- 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

TRAVEL

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

DRIVER LICENCE

A current full 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.