Senior Training Officer – Mental Health and Alcohol and Other Drugs (MHAOD)

Department:	Health Services Commissioning
Location:	Cairns, Townsville, or Mackay
Position type:	Full-time
Classification:	Level 7
Reports to:	Service Planning and Design Manager, Mental Health and AOD
Direct reports:	Nil

Our values

	Values statements	Core commitments
Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. **'We work together'**	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
Leadership	We are empowered, inspired, and will step up to create a better future. **'We are all leaders'**	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
Integrity	We hold ourselves to the highest standards of ethics and professionalism. **'We do the right thing'**	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
Accountability	We own our actions, follow through on our promises, and live our values. **'We do what we say'**	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. **'We are considerate'**	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.

NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.

ISO 9001 QUALITY

Role summary

As part of the 2021-22 Budget, the Australian Government announced funding of $34.2 million to expand and implement the Initial Assessment and Referral Decision Support Tool (IAR-DST) in primary healthcare settings to assist general practitioners (GPs), other referrers, and mental health service providers determine a consistent and appropriate level of care for people seeking mental health assistance.

The Senior Training Officer – MHAOD supports GPs other referrers, and mental health service providers to utilise the IAR-DST to complement their clinical and professional judgement and ensure people seeking mental health care are referred to the most appropriate service based on their needs.

Key responsibilities

Role-specific

- Develop an in-depth understanding of the IAR-DST.

- In consultation with local GPs and mental health service providers, implement a regional IAR-DST operational plan, tailoring implementation strategies to the local context.

- Work closely with Northern Queensland Primary Health Network's (NQPHN's) Primary Care Engagement team to coordinate and deliver IAR-DST training for GPs and other primary healthcare providers, working towards established regional targets for GP completion of training.

- Work closely with the broader NQPHN team to coordinate and deliver IAR-DST training for staff working in commissioning service providers including Head to Health sites and Aboriginal Medical Services.

- Develop processes to provide support to IAR users via a range of modalities, including online, telephone, videoconference, and in-person.

- Develop record keeping processes to document, monitor, and report on training progress and completion.

- Build strong relationships with Training Officers across the national PHN network, exploring opportunities for cross-boundary learning and collaboration in the delivery of IAR-DST training.

- Work closely with the National IAR-DST Project Team within the Commonwealth Department of Health, the National Project Manager, and other PHN Training Officers to contribute to national implementation priorities and resources.

- Work with the broader MHAOD team and Primary Care Engagement team to coordinate and/or develop and implement other training as identified for the sector.

- As a member of the MHAOD team, be involved in broader planning and design work that is being undertaken.

Organisation-wide

- Committed to "One PHN" and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.

- Ensure "best practice" processes across all areas of responsibilities.

- Comply with the Organisation's policies and procedures.
- Ensure the safety of yourself and others in line with the Organisation's Workplace Health and Safety policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- A relevant tertiary qualification (nursing/allied health/education) and at least three years' experience in the facilitation of training programs or equivalent relevant sector experience.
- Demonstrated understanding of primary healthcare and the mental health service system.
- Clear understanding teaching methodologies appropriate in an adult learning environment.
- Highly developed interpersonal, communication, influencing, partnering, negotiation, and conflict resolution skills, particularly in relation to community and stakeholder engagement within the health sector.
- Demonstrated understanding of project management and experience in project design and delivery.
- Demonstrated awareness of the importance, and how to deal with confidential and sensitive information.
- Demonstrated ability to prioritise and meet deadlines in a high demand work environment.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Standard
Teamwork and team leadership	- Supports others in taking independent action. - Resolves issues that occur with minimal direction. - Invites and builds upon the ideas of others. - Assumes additional responsibilities to facilitate the achievement of team goals. - Actively shares knowledge among peers or offers advice to less experienced colleagues. - Effectively transfers acquired knowledge and expertise. - Demonstrates initiative in professional self-development.

Core competency	Standard
Resource management	- Manages the allocation of resources in relation to business needs. - Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. - Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	- Anticipates having to adapt work methods to changing technology and environments. - Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. - Adapts to new ideas and initiatives relevant to own area of work. - Understands and promotes the Organisation's business needs and policies for introducing change. - Is able to present the Organisation's priorities as they relate to own area of work. - Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	- Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. - Combines information from various sources in a concise and consistent manner. - Makes sound use of graphics and tables to effectively present numerical data. - Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests, and areas of expertise. - Identifies current or past contacts that can provide work-related information or assistance. - Fosters two-way trust in dealing with contacts (e.g., maintains confidentiality regarding sensitive information).
Quality management	- Gains an understanding of quality management systems, so effective feedback on limitations can be provided. - Utilises quality management systems where provided by the PHN. - Provides feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	- Provides a rationale for decisions, relating them to the overall goals. - Able to work on strategic activities within the team, either across the whole or within particular areas. - Actively contributes to strategic discussions.

Core competency	Standard
	• Understands the Organisation's current and future role.
	• Looks for opportunities for business improvement.
Governance and risk	• Ensures governance arrangements are being met.
	• Constructs formal reporting structures that are appropriate for successful partnerships.
	• Refers to key healthcare benchmarks in making recommendations.
	• Has a working understanding of the legal governance of engagement with public and service users.
	• Identifies and manages risk.
	• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.
	• Contributes to a safe workplace.
Project and program management	• Ensures a clear project scope.
	• Develops effective project plans and cost schedules.
	• Calculates, relates, and responds to variances in schedules and costs.
	• Ensures effective project reporting.
	• Effectively manages project change using appropriate change control techniques.
	• Able to identify major and minor tasks for projects using a broad range of complex and technical tools.
	• Manages relationships of internal and external resources and interfaces with other groups.
	• Can identify and mitigate variations, changes, and conflicts.
	• Solves complex problems in own area even when not always clearly defined.
	• Resolves problems that may impact upon wider team/overall objectives.
	• Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.
Training	• Applies teaching methodology and principles of adult learning in a culturally and appropriately sensitive manner.
	• Facilitates training in a manner which accommodates the different learning styles and needs of users of IAR.
	• Keeps appropriate records whilst maintaining confidentially of records.

Core competency	Standard
	• Is highly organised with attention to detail in preparation and planning of training material. • Adapts quickly to use of technology and integrates this appropriately in training. • Captures and maintains participant interest in learning through effective rapport building and communication.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.