

First in First Aid

St John Ambulance Australia (Tasmania) Inc



Position:	St John Ambulance Commercial Trainer
Program:	St John Training
Reports To:	Centre Manager North & North West, and to the Training Coordinator in the South
Date:	February 2018
Approved By:	CEO – Roxy Cowie

Background to the Position

St John exists to serve others. It offers the highest quality health, safety and welfare services to all members of the community in pursuance of the objects and purposes of the Order of St John.

St John provides first aid training, first aid services, domestic assistance and social support, community transport and Non-Emergency Patient Transport services to the community.

St John (Tas) delivers Nationally Recognised Training in partnership with St John Ambulance Australia Inc (RTO 88041).

Scope of Position

The Trainer is responsible for conducting and assessing St John Training at all levels that the trainer is accredited to. This training may be conducted at Tasmanian Training Centres, Divisional Rooms or onsite at customer's premises as required.

The Trainer is responsible for addressing any LLN issues that are identified and ensuring that training support staff is aware of the situation in order to arrange additional support for the learner.

Key Tasks:

- Delivering and assessing first aid and allied training courses.

- Demonstrating effective time management skills by conducting training and assessment in an organised and efficient way within the timeframe set out for that course.
- Address any LLN issues that may arise and inform training support staff once an issue has been identified.
- Completing required participant records at the conclusion of each course ensuring that paperwork is handed (or posted) to training support staff by the following working day as per the Course Paperwork Procedure.
- Ensuring that training rooms are tidy and that training room checks (as per the Training Room check list) are completed for each course.
- Ensuring that all instructions re courses given by the Training Coordinators are adhered to.
- Be the First Aid Officer and provide first aid in the classroom when required.
- Actively promote a “one” St John by promoting and selling first aid kits and supplies to participants and providing information on all services provided by St John Tas e.g. the volunteer services.
- Participating in marketing/promotional campaigns involving Training and Supplies by promoting in classes.
- Maintain customer relations by dealing effectively with customer queries, concerns and complaints and actively fostering and developing relationships with existing and new clients.
- Maintain trainer accreditation by undertaking relevant professional development activities and meeting on-going assessment criteria as set down the State Accreditation and Reaccreditation Procedure for Trainers.
- Using and maintaining all training equipment and materials in accordance with relevant St John Tas Policies and Procedures.
- Liaising with Training Coordinator and Customer Service Staff when required re any training courses.
- Ensuring that the systems developed by managers are adhered to with accuracy and appropriate professionalism includes the Trainer Professional Standards which are updated from time to time.
- Performing all duties within the guidelines of the policies and procedures developed by Senior Management of St John Ambulance Tasmania, with particular regard to privacy.

- Monitoring own performance levels against targets set by CEO.

Personal Characteristics:

1. Participative, consultative and supportive work style.
2. Genuine commitment to participants needs in relation to first aid training.
3. High level of interpersonal skills: ability to get along with diverse personalities, tactful, mature, flexible. Ability to professionally represent the organisation in communication with internal and external customers of St John.
4. Capacity to work independently and as part of a team.
5. Resourceful and well organised with a commitment to accuracy, detail and follow through in all areas of work.
6. Strong reasoning abilities and able to exercise sound judgement.
7. Demonstrate compliance by adhering to appropriate policies and procedures including the approved Code of Practice for Occupational Health and First Aid in the Workplace.

Selection Criteria

- Holds a full Certificate IV Training & Assessment – TAE40110.
- Holds a current Working with Vulnerable People card.
- Holds a current Child Protection Certificate – CHCPRT001 or equivalent or is willing to undertake the internal St John training.
- Have demonstrated vocational competencies eg Nurse, Paramedic, First Aider in the workplace.
- Holds a current First Aid certificate or equivalent to the level being taught or is willing to undertake the internal St John training to gain certification.
- Hold a current Drivers Licence.