

COMMERCIAL TRAINER



St John Ambulance Australia SA Inc

About Us

St John Ambulance SA is a self-funded charity that has been supporting the wellbeing of South Australians for over 135 years. We care for the wellbeing of all South Australians through the provision of first aid at events, first aid training and products, youth development, and social inclusion programs. Our mission and vision, along with our values, guide our charitable work in the community.

The Opportunity

Are you a motivated trainer with a passion for teaching vital lifesaving skills to the South Australian community? St John SA is currently seeking flexible and motivated First Aid Trainers to join our highly skilled and qualified team of Commercial trainers.

With a number of positions available, the roles are offered as part-time or full-time. Allowing you to utilise your existing training experience while offering work-life balance and flexibility, you will also be provided with top quality training and opportunities for growth and development.

About You

St John SA requires you to have:

- *A current Certificate IV in Training and Assessment qualification to meet the Standards for RTOs 2015 (as of July 1, 2019).*
- *A current driver's licence*
- *A roadworthy and reliable vehicle for transporting training equipment*
- *A mobile phone*

To be considered for one of these roles you must be willing to:

- *Be flexible with your work hours across the working week*
- *Participate in a roster to travel regionally*
- *Availability to work at least one weekend per month*

Employment Conditions

Please note, preferred candidates may be required to complete a pre-employment assessment to measure physical ability to carry out the inherent physical requirements of the position. Employment is dependent upon a Criminal History check that St John SA finds satisfactory, a valid and current Working With Children Check and evidence of your right to work in Australia. Knowledge of education, health or personal fitness would complement this position. St John SA values diversity in the workplace and is an equal opportunity employer.

Interested?

More information is available from Julie Tsaconas – Customer Sales Team Leader

Phone: 8306 6905

Email: Julie.Tsaconas@stjohnsa.com.au

Applications close: 18 June 2021



JOB AND PERSON SPECIFICATION

Position Title:	Commercial Trainer
Reports Directly to:	Commercial Training Coordinator
Responsible for:	None
Member of:	Corporate and Commercial
Grade:	4

About St John

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

Purpose of the Position

As a member of the Corporate & Commercial Team you will deliver quality, user-friendly first aid and allied training programs to build the competence and confidence of members of St John Ambulance and the wider South Australia community.

St John Values

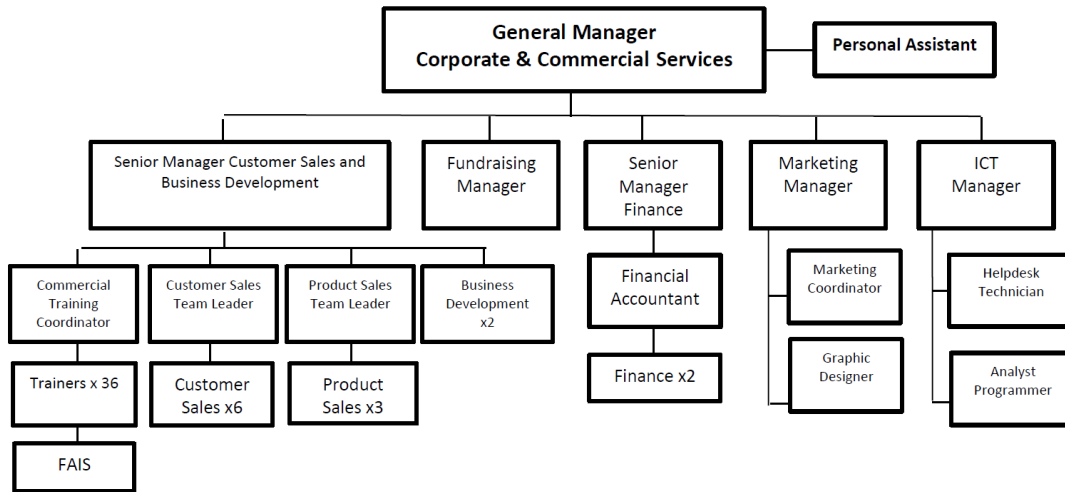
Fairness	Put people and patients first, upholding St John's standards of fairness and ethical conduct.
Integrity	Ensure at all times conduct, integrity and behaviour reflects the values of St John.
Responsibility	Through the services we provide, uphold St John's responsibility to protect persons from injury or death.
Service	Provide a quality and responsive service which meets customer and community expectations.
Trust	Be Trusted to remain calm in stressful situations, make tough decisions and discover practical solutions.
Accountability	Be responsible, take action and have accountability for the services provided to others.
Inclusive	Recognise diversity and be inclusive in working with everyone in the spirit of "one St John".
Dependable	Will be dedicated to providing a consistent, dependable service that others can rely on.

Special Conditions

- Must hold a current drivers licence and own a roadworthy and reliable vehicle able to transport training equipment to and from courses.
- Must be prepared to relocate within St John should the need arise.
- It is a requirement you undertake and hold a National Police Certificate which is acceptable to St John prior to commencing employment with St John. Failure to possess an acceptable National Police Certificate could result in the termination of your employment. Continued employment is subject to the maintenance of a satisfactory NPC.
- In addition to the NPC, incumbents will be required to provide a current and satisfactory Department for Communities and Social Inclusion (DCSI) child related screening check
- Will be required to undertake Child Safe Environments training within the first 6 months of employment with refresher training undertaken every three (3) years.
- Will be required to complete a pre-employment assessment to measure physical ability to carry out the inherent physical requirements of the position.

- Undertake additional medical assessments and functional tests as required to ensure physical ability to carry out the inherent physical requirements of the position.
- May be required to store St John training material at place of residence or collect from specified St John Centres in negotiation with St John Property Department.

Organisational Relationships



Key Performance Indicator (KPI)

Key Responsibilities	Key Tasks	Measures
Client Training Delivery	<ul style="list-style-type: none"> • Deliver and facilitate St John training programs modelling high standards of performance • Support and monitor participants during learning and assessment • Undertake assessments and provide feedback • Gather quality evidence and make the assessment decision • Record and report the assessment decision • Participate in the review of the effectiveness of delivery and assessment process annually 	<ul style="list-style-type: none"> • Course documentation to be completed correctly and submitted within allocated time frame • Achieve Customer Satisfaction Rating via Course Evaluation forms as specified in the performance appraisal process
Administration	<ul style="list-style-type: none"> • Gather evidence, maintain documentation and participant records • Complete all paperwork within specified time frames • Complete personal timesheet and submit on a fortnightly basis 	<ul style="list-style-type: none"> • Documents and records maintained to required currency • Timesheet submitted in accordance with payroll required timelines
Communication & Liaison	<ul style="list-style-type: none"> • Maintain regular liaison with other members of the Training Delivery Team • Participate in St John staff meetings and consultation processes • Access information to maintain current knowledge via updates, team meetings, newsletters and other communication channels 	<ul style="list-style-type: none"> • Attend meetings as agreed with line manager

General Responsibilities	<ul style="list-style-type: none"> • Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures. Monitor and report on WHS arrangements in the learning environment. • Develop and maintain knowledge of St John Ambulance products and services in order to recommend products and services to clients • Other duties as directed which may include activities such as attending promotional events, or first aid kit and venue audits. 	<ul style="list-style-type: none"> • Incident reports prepared for any incident or near miss
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintain current First Aid Certificate, Manual Handling and Infection Control Training • Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to managers • Proactively address safety and child protection matters • Ensure work site is kept safe and tidy 	<ul style="list-style-type: none"> • Maintain accreditation as per St John Training Branch Regulations and Protocols

Core Competencies, Skills and Experience

PEOPLE	
Communication	<ul style="list-style-type: none"> • Use of appropriate styles and methods / mediums for the particular audience • Use positive and inclusive communication techniques • Gather and disseminate information appropriate for your team • Messages delivered are clear and articulate
Team Work	<ul style="list-style-type: none"> • Actively promote the St John values and positive culture • Actively participate as a member of a team • Values contributing to teamwork in order to achieve goals • Foster a team environment, welcoming co-operation and collaboration
Self-Management	<ul style="list-style-type: none"> • Able to prioritise own work tasks appropriately • Negotiate with Managers, peers and direct reports in order to achieve goals • Aware of own emotions and those of others and take these into consideration when acting • Self-motivated and diplomatic
SERVICE DELIVERY	
Customer Focus	<ul style="list-style-type: none"> • Develop and sustains productive internal and external customer relationships • Understand and is responsive to customers' objectives and needs • Readily readjusts priorities to respond to changing customer demands as appropriate
Problem Solving	<ul style="list-style-type: none"> • Use logical reasoning to work through issues • Identifies pragmatic well rounded solutions
Results Focused	<ul style="list-style-type: none"> • All actions support the Business Unit plan • Know what outcomes are required and focus on delivering these • Maintain focus at all times
Innovation	<ul style="list-style-type: none"> • Seek out creative opportunities to improve, streamline and reinvent work processes

	<ul style="list-style-type: none"> • Be receptive to and contribute new ideas and solutions • Applies original thinking in approach to improving processes, methods and systems
Decision Making	<ul style="list-style-type: none"> • Consider different perspectives when making decisions • Decisions are clear, consistent and transparent • Distinguish relevant from irrelevant information • Decisions are made in a timely manner
CONTROLS	
Resource Management	<ul style="list-style-type: none"> • Resources are used effectively and appropriately ensuring minimal waste • Resource utilisation complies with policy
Managing Risk	<ul style="list-style-type: none"> • Takes actions in which the benefits to the efficiency and effectiveness of service delivery are weighed against potential risk • Contributes to prevention and detection internal controls for team
Quality	<ul style="list-style-type: none"> • Is aware of and undertakes training to enhance and support continuous improvement efforts • Strives for efficient, effective high quality performance in self • Takes initiative to make improvements
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintains required training and qualifications for self • Responding appropriately when risks identified or an incident occurs
Change	<ul style="list-style-type: none"> • Demonstrates support and flexibility for organisational change and attainment of organisation goals • Adapts to changing needs, conditions and responsibilities
Job Specific Competencies, Skills and Experience	
Skills	<ul style="list-style-type: none"> • Highly developed written and verbal skills • Highly motivated and enthusiastic, displaying professionalism at all times • Ability to influence and negotiate effectively with staff, members and general public • Ability to manage one's own time, set priorities, plan and organise work • Demonstrated ability to work independently and take ownership • Ability to manage multiple tasks effectively with a high degree of flexibility within a changing workplace environment • Display customer service attitudes and behaviours • Proven problem solving skills with the ability to develop innovative solutions in a flexible and client orientated training environment
Experience	<ul style="list-style-type: none"> • Experience in training and/or facilitating groups of people • Experience delivering WHS, First Aid or pre-hospital care services (desirable)
Knowledge	<ul style="list-style-type: none"> • Working knowledge and understanding of the delivery of training programs • Knowledge of training packages from which training is prepared and assessed
Essential Qualifications	<ul style="list-style-type: none"> • Certificate IV in Assessment & Workplace Training or Certification IV in Training and Assessment • Maintain current First Aid Certificate • Current competence in CPR (infant & adult) • Current drivers licence • Certificate in Occupational First Aid or higher (desirable)

General Position Information

Training work can be scheduled between the hours of 7.00am and 10.30pm on any day and the minimum daily engagement is three hours. Overtime rates are paid for hours worked in excess of 10 hours per day, or 76 per fortnight.

St John provides uniforms based on the average number of days worked each week and must wear current approved uniform during paid time, unless indicated.

Trainers need a connected mobile phone for accessing Emergency Services from training venues when no landline is available and for general St John use for which reimbursement can be paid.

Current approved St John training uniform to be worn during paid time, unless otherwise approved.

J&PS Review and Acceptance

Job Holder	Name: Signature: Date:
Supervisor / Manager	Name: Signature: Date: