

WayAhead Small Steps & Anxiety Forum Lead

Job Recruitment Kit

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Section 1: Job Advertisement

About the Opportunity:

It's usual for children to feel anxious about a variety of different things. While often transitory, for some, these fears and anxieties can have a significant impact on the way they perform at school, on their ability to interact with friends, and on their family life.

This is *your chance* to lead a program that helps to educate parents and teachers of primary school children about childhood anxiety.

The role oversees all the coordination, delivery and evaluation of the Small Steps Program at primary schools as well as organising public forums on anxiety disorders. It will also be responsible for bringing the program to a new evidenced-based level and new training delivery formats.

This program has an established reputation and a curriculum and facilitator team in place, but lots of opportunity to grow and develop. It is ready for an input of energy, creativity and innovation. We are keen to get seminars happening face-to-face once again.

You will have the opportunity to join a committed team, working from home and a modern shared workspace and in a flexible work culture.

About the Role:

This position reports to the CEO and is responsible for coordinating the Small Steps program, including leading the development of program contents and evaluation frameworks, and building relationships to develop Small Steps into a program endorsed by NSW Education and approved training programs. This role is also responsible for scheduling and evaluating events & seminars, rostering the facilitator team, and delivering Small Steps presentations.

The role is also responsible, along with the Anxiety Programs Lead, for ensuring the integrity and quality and best practice approach to the information provided in the program.

In addition, the role will lead the event coordination, delivery and evaluation of several annual Public Anxiety Forums.

The candidate will be self-sufficient and able to communicate effectively with team members and external stakeholders and who is comfortable speaking in front of audiences. They will bring innovation and ideas to develop the program, find new opportunities for grants and build partnerships to grow the Small Steps Program.

Important Note:

The role requires occasional travel throughout greater Sydney, and at times NSW, during school terms and will require occasional working outside of business hours when supporting Facilitators with presentations. Flexibility with your start times or weekly workday pattern is possible. Regular office-type hours apply during the time periods when schools are not in term.

You must have your own fully licensed vehicle and Australian Driver's licence and must be prepared to spend at least 1 week away, four times a year, coordinating and delivering Public Anxiety Forums in Regional NSW.

About you:

This role suits you if you have experience managing programs and/ or coordinating Learning & Development initiatives. In addition, this role fits someone who has lived experience or has experience caring for someone with anxiety or a mental health condition. Alternatively, you might bring educational, professional experience or volunteer experience in anxiety education and/or childhood anxiety to the role and this would be highly considered.

WayAhead is a for-purpose charity so you should have experience organising community-based events, including experience delivering and facilitating workshops and forums.

You will have strong interpersonal skills and be able to develop relationships to maintain existing and build potential sector partnerships.

What you'll get:

- A part-time role (22.8 hours per week) for 24 months with the possibility for extension.
- Competitive salary:
 - Social, Community, Home Care & Disability Services Award Level 5 PP1 up to PP3 (\$44.92 to \$46.95) depending upon experience + Super.
 - Option of Salary Packaging to increase take home pay.
- Additional days-off, above the Award Leave, provided at the end of the year.
- Flexible working arrangements such as flexible start/finish times, generous time-in-lieu arrangements and working from home options.
- A workplace wellbeing program including membership of Uprise Wellbeing and EAP services and regular wellbeing events.
- Opportunity to work at Collective Purpose, a workspace shared by four like-minded community managed organisations.

- City-location with modern offices including standing desks, natural light, a small garden, close to light rail, bus stops, cafes and restaurants.

What to do next:

Self-assess your experience and skills for the role against the Position Description in Section 3 and follow the guidelines outlined in Section 4 of this Recruitment Kit.

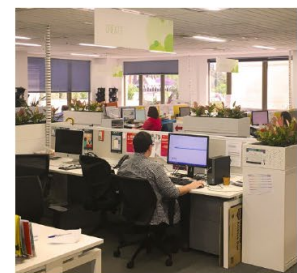
Section 2: About WayAhead:

About the Organisation:

At WayAhead (<https://wayahead.org.au/>), we work every day to educate people throughout New South Wales on mental health and wellbeing and link them to services and resources that improve their mental health.

Our vision is for a society that understands, values and actively supports the best possible mental health and wellbeing.

WayAhead works towards better mental health and wellbeing through several sector leading programs such as WayAhead Workplaces (<https://workplaces.wayahead.org.au/>). Our goal at WayAhead Workplaces is to improve the health of Australia's working population.



How we work for better mental health

We work towards better mental health and wellbeing through:

- The co-ordination of mental health promotion activities such as Mental Health Month NSW, WayAhead Workplaces and Perinatal Depression and Anxiety Awareness Week
- Free anxiety support groups throughout NSW

- The provision of mental health information – the WayAhead Directory, mental health factsheets
- Education seminars such as or Understanding Anxiety Forums and Professional Development Workshops – for people living with a mental health condition, the public and health care professionals
- Small Steps workshops for parents and school teachers to raise awareness and improve recognition of anxiety disorders in children.

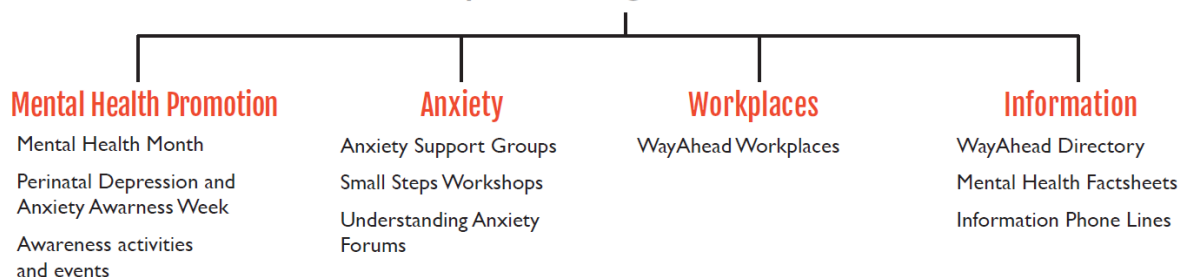
With the support of our board, staff, members, volunteers and students, we strive for a community that embraces and maintains the best possible mental health and wellbeing for all people. We work towards a society free from prejudice and discrimination against people living with mental illness.

How we do what we do

Our programs are funded by the NSW Ministry of Health as well as other agencies, private donations and bequests.

We are a non-government, community-based organisation and registered charity with QIC accreditation. We are a member of the Mental Health Coordinating Council.

WayAhead Program Structure



Section 3: Position Description

Small Steps & Anxiety Forums Lead

Position Description

Organisation:	WayAhead
Title:	Small Steps & Anxiety Forums Lead
Employment type:	Part Time, 24-month Fixed Term Contract
Hours:	3-days per week / 7.6 hours per day
Salary Grading:	SCHCADS Award Level 5 PP1 to PP3
Reports to:	CEO
Direct Reports:	Facilitator staff team, Volunteers, Students.
Location:	Suite 2.02 Building C, 33 Saunders Street Pymont 2009 or from home (as agreed) & at seminar/forum locations

Role Description

The Small Steps & Anxiety Forum Lead role oversees and coordinates the implementation of anxiety education programs for parents and teachers as well as public forums on anxiety disorders. The role is responsible for the coordination, delivery, evaluation and development of the Small Steps Program and Anxiety Forums as well as the rostering and supervision of facilitators and volunteers.

The role takes responsibility for meeting funding KPIs for Small Steps and Anxiety Forums as well as ensuring the integrity and quality of information provided in the programs is evidenced based and accord to current best practice knowledge.

Duties and Responsibilities

Planning & Strategy

- Support development of organisational strategy with relevant programmatic input to strategic plans.
- Implement relevant strategic initiatives through development of programmatic Annual Operational Plans with milestones and timelines ensuring delivery of annual KPIs and targets.
- Actively plan and facilitate team reflection and review meetings during the year to contribute to or change plans and assess progress as needed

Small Steps - Promotion, Delivery & Coordination

- Coordinate the delivery of the Small Steps program and Anxiety Forums as per KPIs though a blend of face-to-face and online delivery.
- Oversee, and delegate as appropriate, the promotion, booking and tracking of Small Steps seminars to meet, or exceed, annual KPIs.
- Oversee, and delegate as appropriate, the coordination of record-keeping for Small Steps seminars and respond to enquiries ensuring excellent customer focus.
- Present Small Steps seminars to primary school parents and teachers in person and online, when required.
- Present and facilitate Small Steps seminars in rural NSW when located rurally for Public Anxiety Forum events.
- Lead, in collaboration with the WayAhead Communications team, the development of new Small Steps materials, presentation formats and marketing collateral.
- Oversee, and delegate aspects as appropriate, all relevant Funding, Board and Program reporting.

Small Steps - Development Program Content & Growth

- Grow the current level activity within in NSW primary schools increasing the number of programs delivered and schools reached.
- Oversee regular program evaluation, including collation of feedback from consumers and facilitators, to improve program delivery and content.
- Lead an annual review of program content to ensure it accords with current best-practice knowledge, through collaboration with relevant external mental health experts and incorporation of community feedback.

- Undertake annual evaluation and research to analyse and evaluate the effectiveness of the Small Steps program.
- Investigate and report on new opportunities for bookings, grants or collaborations.
- Develop and maintain sector partnerships to support re-bookings, increase program awareness and develop new leads and bookings.
- Maintain records of Small Step program grants and provide reports/acquittals as required.

Small Steps - Development Project Work

- Lead the research, program development and relationship management to develop Small Steps into a program endorsed by NSW Education.
- Lead the research, program development and relationship management to develop Small Steps in an evidenced-based program that can be developed in an approved training program.
- Review and develop the evaluation framework for WayAhead's Small Steps & Anxiety Forums programs.
- Lead development and of a successful online version of Small Steps.

Small Steps - Team Leadership

- Lead the recruitment of Small Steps casual facilitators.
- Train, roster and supervise Small Steps facilitators and resolve programmatic problems as appropriate.
- Provide supervision and debrief to the facilitator team as appropriate.
- Develop individual and team performance goals and KPIs with appropriate staff including holding regular 1:1 support and review meetings.
 - Note: Regular 1:1s may not apply to all staff e.g. casual staff
- Oversee the wellbeing and work, health and safety of the facilitator and volunteer team.
- Facilitate informal resolution of early-stage grievance, performance or conduct issues.
- Manage, including timely escalation to HR support, ongoing, complex, serious or formal employee matters.

Public Forums on Anxiety

- Deliver 4 public anxiety information forums per year as per KPIs.
- Working collaboratively with the Anxiety Programs Events Assistant, lead the coordination and delivery of public forums on anxiety including the role of speaker or facilitator when required.
- Working collaboratively with the Anxiety Programs Events Assistant, lead the evaluation of public forums on anxiety.
- Working collaboratively with the Communications team, lead the promotion of public forums on anxiety.
- Provide regular updates and event reports and progress on program outcomes and KPIS.
- Liaise with local agencies and organisations to ensure forums and content meet local community needs.

Stakeholder Management & WayAhead Support

- Build a plan to reach key stakeholders in NSW schools to promote awareness and engagement with the program.
- Manage relationships with relevant partner organisations, for example, ARC Victoria.

- Engage in collaborations or sharing of resources between WayAhead programs/projects.
- Support and assist other WayAhead Programs when reasonably requested.
- Present at other WayAhead public talks on Anxiety, Mental Health and Lived Experience as needed.
- Attend and represent the views of WayAhead at external meetings as required.

General Duties

- Contribute to WayAhead's wellbeing culture through engagement in wellbeing activities (individual or group)
- Promote a team spirit and communicate effectively and professionally with fellow employees, management, members, suppliers and service providers.
- Act in accordance with WayAhead's established policies and procedures,
- Answer the WayAhead general phone line when required.
- Participate in regular team meetings and other meetings of WayAhead.
- Promote awareness of the benefits of WayAhead membership and encourage people to be involved in its activities.
- Promote WayAhead's services and campaigns.
- Generally, contribute to the life and wellbeing of WayAhead and all its constituents.

Equity and Diversity

- Contribute to maintaining an environment where differences are valued, encouraged and supported.
- Maintain WayAhead's ideals of cultural diversity in the workplace.
- Play an active role in ensuring that WayAhead is a culturally safe and mentally healthy workplace.

Governance, Risk, Behaviour & Conduct

- Act in accordance with WayAhead Policy, Procedure and Values.
- Act in accordance with the principles of consumer empowerment and inclusion.
- Complete National Police Check and Working with Children Check, as appropriate.

Occupational Health and Safety

- Takes reasonable care at all times for their own health and safety and that of others who may be affected by their conduct.
- Be responsible at all times for maintaining a safe and healthy work environment.
- Report all hazards, near misses, incidents and accidents.
- Exercise duty of care to other staff and visitors to the office.

Key Result Areas

(Some Key Result Areas may be annual, and some project based across more than one-year)

- Booking and delivery of Small Steps program to schools within NSW to annual KPIs.
- Coordination and delivery of Anxiety Public forums to annual KPIs.
- Accurate and on-time record-keeping and reporting to support funding reports and acquittals.
- An annual report on the best practice review of content and material within the Small Steps Program.

- An annual report on the evaluation and quality improvement review of delivery methods, materials, promotion activities for both programs.
- At least one team reflection and review session with a report providing update on progress, changes, and actions.
- Development of an evidence-based program or a program approved by NSW Education Department.
- Development of an online version(s) of Small Steps.
- Development of a new Evaluation Framework for the Small Steps program.

Important Note: Hours & Travel

The role requires occasional travel throughout greater Sydney, and at times NSW, during school terms and will require occasional working outside of business hours when supporting Facilitators with presentations. Flexibility with your start times or weekly workday pattern is possible. Regular office-type hours apply during the time periods when schools are not in term.

You must have your own fully licensed vehicle and Australian Driver's licence and must be prepared to spend at least 1 week away, four times a year, coordinating and delivering Public Anxiety Forums in Regional NSW.

Section 4: Recruitment Process Instructions

1. Your Application:

- Please read the Position Description and the Selection Criteria and apply by email with:
 - your CV/resume and;
 - a letter (not more than 2 pages) answering each of the Essential Selection Criteria
 - **Note:** In order to progress your application, you must
 1. Answer the pre-screen questions.
 2. Clearly answer the Essential Selection Criteria.
 3. Answer the show & tell.
 - **Note:** You may answer the desirable selection criteria if you feel they enhance your application.

2. Selection Criteria:

Tick Box pre-screen!

- I am willing to provide acceptable evidence of full COVID Vaccine Immunisation.
- I am willing to undergo a Police Check.
- I have a fully licensed vehicle and Australian Driver's licence.
- I can deliver evening presentations, on occasion, when required.
- I can spend approx. 1-week away, four times a year, in rural NSW to oversee and facilitate Public Anxiety Forums and present Small Steps seminars.

Essential Selection Criteria:

- Proven track record in program management and/or coordinating Learning & Development initiatives.
- Previous experience, *either professional or voluntary*, organising large community-based events or forums with involvement in organising, delivery and evaluation:
 - Note: Events/forums would be targeting 100+ attendees.
- Proven ability to collaborate with internal and external stakeholders and effectively build and maintain relationships.
- Proven ability to deliver high quality presentations including the ability to field questions, clarify audience needs and engage audiences.
- Ability to use MS Word, Excel and PowerPoint for writing reports, training materials and presentations and knowledge using a CRM software such as Salesforce.

Desirable Criteria

- Demonstrated knowledge, in anxiety education, childhood anxiety and/or mental health conditions and support through educational learning; professional or volunteer experience; lived experience or experience caring for someone
- Demonstrated experience of and/or commitment to the principles of co-design and lived experience inclusion.
 - Where possible, refer to the mental health needs of children.
- An understanding of the Australian primary school education system.

3. The Process:

- Applications to be submitted by email to Human Resources using the subject line: **WayAhead – Small Steps & Anxiety Forum Lead**
- **Please note:** Applications assessed when submitted so early applications are strongly advised.
 - The role will remain open until **Sunday, 14th August 2022 11:59 PM** but applications will be assessed as they are received, with interview and selection made before the closing date as appropriate. *Please apply as soon as possible.*
- Applications and Questions can be addressed to HR.Support@wayahead.org.au
- Selected applicants will be invited to attend an interview.
- References provided by the selected applicants will be checked.

WayAhead encourages and supports diversity and is an equal opportunity employer.

WayAhead promotes an informal, welcoming and friendly atmosphere.