

POSITION DESCRIPTION

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| Job Title: | Education Delivery Lead |
| Classification: | SCHADS level 4 |
| Business Unit: | Prevention, Education and Research |
| Reports To: | Prevention and Education Manager |
| Direct Reports: | Nil |
| Location: | Hybrid (Melbourne) |
| PD created/updated: | September 2024 |

About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly can access appropriate bereavement support and care; regardless of where they are based in Australia.

Red Nose prides itself on being a learning organisation, working hard to ensure that our staff and volunteers have access to the best available evidence-based information and resources to train and educate new parents, childcare workers and health professionals.

Position Purpose

The Education Delivery Lead has a key role in the Prevention, Education and Research (PER) team.

The PER team develop and create education products, including online learning, resources and in person training to deliver our strategic objectives. This team contributes to the organisation's mission and vision through ensuring easy access to safe sleep, safer pregnancy and best practice bereavement education across Australia.

The primary purpose of this role is to deliver high quality education and contribute to resource development. This role is the primary representative at Baby Expos and supervises Red Nose staff at events in accordance with operations guidelines.

| Key Responsibilities | Key Performance Measures |
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| <ul style="list-style-type: none"> Facilitate delivery of education sessions to a variety of different audiences across several different mediums; face to face, webinar and virtual including on social media. Prepare participating staff and volunteers, lead the delivery of education resources and programs at expos, and supervise staff and volunteers at each event. Mentor and support Casual Educators including involvement in recruitment, onboarding and attending sessions to ensure quality program facilitation. Assist the Projects and Events Coordinator with event coordination. Review current educational offerings when required and assist the Learning Design and Systems team in the development of education materials. Participate in relevant stakeholder meetings when required. Provide a supportive and timely response to online queries and the safe sleep line. Proactively contribute to the Red Nose growth strategy by recommending new audiences and or programs to be developed. Support the local volunteer workforce where applicable. Ensure personal compliance with relevant Acts, Agreements, Policies and Procedures. Develop own capabilities by participating in professional development activities, such as, formal and informal training and coaching. | <ul style="list-style-type: none"> Education sessions are delivered within allocated booking time using approved material Customer feedback survey is emailed to all learners after each education session/forum Volunteers are fully inducted and understand expectations prior to expo All work is carried out according to instructions, operations manual, and established processes and procedures Tasks are delivered within established deadlines Work is completed accurately Professional behaviour is maintained at all times in accordance with the Code of Conduct 100% adherence to workplace health, safety and quality requirements |

| Personal Attributes | |
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| Essential | <ul style="list-style-type: none"> Welcoming – creating spaces of comfort, collaboration and belonging Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them Accountable – demonstrating integrity in everything you do Respectful – valuing the contributions of all Everyone together– working with passion for our cause Resilient - the ability to work through, withstand and recover quickly from difficult situations. |

| Skills and Technical Expertise | |
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| Essential | <ul style="list-style-type: none"> • 5+ years' experience working in the healthcare system • Understanding/interest in the work of Red Nose (or the ability to understand) • Passion to reduce the loss of little lives • Demonstrated ability to communicate effectively and confidently in a number of environments and with a diverse range of people • Demonstrated high level presentation skills with the ability to utilise differing technology • Demonstrated experience in mentoring, providing feedback to colleagues • Highly developed interpersonal skills particularly high levels of emotional intelligence and empathy • Ability to work some evenings each week and at Baby Expos • Driver Licence and the ability to travel |
| Desirable | <ul style="list-style-type: none"> • Cert IV TAE40116 or equivalent • Grief and loss training |

| Quality, Safety and Improvement | |
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| Essential | <p>Red Nose employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Exercising a duty of care for own health and safety and the health and safety of others. • Acting in accordance and complying with all relevant Health, Safety and Quality policies and procedures. • Identifying risks, reporting and being actively involved in risk mitigation strategies. • Participating in and actively contributing to quality improvement programs. • Complying with all relevant competency standards. |

| Checks – employment subject to: | |
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| Essential | <ul style="list-style-type: none"> • National Police Check • Working with Children Check |

| Authorisation |
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| <p>Position authorised by: Margaret Polacska</p> <p>Employee signature:</p> |