



POSITION DESCRIPTION

Job Title:	Education Delivery Lead
Classification:	SCHADS Award level 4
Business Unit:	Research, Education and Prevention
Reports To:	National Prevention and Education Manager
Direct Reports:	Nil
Location:	Hawthorn, Melbourne (Hybrid)
Hours:	Part-time (0.8 FTE, 30.4 hours over 4 days)
Position end date:	N/A
PD created/updated:	May 2026

About Red Nose
<p>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 are able to access appropriate bereavement support and care; regardless of where they are based in Australia.</p> <p>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, early childhood educators and health professionals.</p> <p>The Research, Education and Prevention (REP) 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.</p>

Position Purpose
<p>The Education Delivery Lead has a key role in the Research, Education and Prevention (REP) team.</p> <p>The primary purpose of this role is to deliver high quality education, contribute to resource development and support the delivery of education initiatives across a range of format and settings.</p> <p>This role acts as the primary representative of Red Nose at Baby Expos and provides operational guidance and support to staff and volunteers participating in these activities.</p>

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• National Prevention and Education Manager• Director Research, Education and Prevention• Education Team• Marketing and Communications Team	<ul style="list-style-type: none">• PBC Expo Staff• External partners e.g. Parent You’ve Got This (PYGT) and Bonds

Area of Focus	Key Responsibilities	Key performance measures
Education Delivery	<ul style="list-style-type: none"> • Facilitate delivery of education sessions to a variety of audiences across multiple formats, including face to face, webinar, virtual and social media platforms. • Lead the delivery of education resources and programs at expos • Coordinate and support staff and volunteers participating in expos and events, including preparation, onsite guidance and supervision in accordance with operational requirements. • Mentor and support Casual Educators, including contributing to recruitment, onboarding and session observation to support quality program facilitation. • Coordinate operational aspects of expos, events and education activities. • Review current educational offerings and assist in the development and continuous improvement of education materials and resources. • Participate in stakeholder meetings and collaborative activities as required. • Provide supportive, professional and timely responses to online queries and the safe sleep line. • Contribute ideas and feedback to support the ongoing development and reach of Red Nose education programs. • Ensure education delivery and event activities are conducted in accordance with relevant legislation, policies, procedures and operational requirements. 	<ul style="list-style-type: none"> • Education sessions are delivered professionally, within allocated timeframes and using approved materials • Positive participant, stakeholder and customer feedback is achieved where appropriate • Expos, events and education activities are coordinated effectively and in accordance with instructions, operational requirements and established processes and procedures • Casual Educators and volunteers are appropriately supported and inducted • Timely responses are provided to enquiries and safe sleep line requests • Administrative, reporting and operational tasks are completed accurately and within established timeframes • Professional behaviour is maintained at all times in accordance with the Code of Conduct
Other	<p>Red Nose employees are responsible for:</p> <ul style="list-style-type: none"> • Completing all required training to understand and accurately use Red Nose systems, processes, and tools. • Engaging in ongoing professional development to build expertise and support organisational goals. • Contributing to a collaborative, high-performing and supportive team culture • Working collaboratively with colleagues and stakeholders to achieve team and organisational objectives. • Adapting to changing priorities and tasks to meet organisational needs. • Demonstrating behaviour consistent with Red Nose's values, policies and organisational goals. • Completing administrative and operational tasks accurately and efficiently. • Using Red Nose resources efficiently, minimising wastage and cost. 	

Qualifications and Experience	
Essential	<ul style="list-style-type: none"> • 5+ years' experience working in the healthcare system • Demonstrated experience providing health promotion messaging and support to new parents, families or carers of newborns. • Demonstrated experience delivering education, training, community engagement or customer-facing programs • Experience coordinating education session, workshops, expos, events or community engagement activities • Demonstrated ability to manage stakeholder enquiries and provide high quality customer service.
Desirable	<ul style="list-style-type: none"> • Qualifications in health promotion, education, teaching, community services or a related field. • Experience in grief, loss, bereavement, health promotion or community services environments. • Experience developing, facilitating or reviewing education content and resources. • Cert IV TAE40116 or equivalent qualification. • Grief and loss training.

Skills & Technical Expertise	
Essential	<ul style="list-style-type: none"> • Understanding of, or ability to quickly develop an understanding of, the work of Red Nose. • Demonstrated ability to communicate effectively and confidently across a range of settings and with diverse audiences. • Demonstrated high level presentation and facilitation skills, including the ability to utilise a range of technologies and delivery methods. • Demonstrated ability to mentor, support and provide constructive feedback to colleagues and Casual Educators. • Highly developed interpersonal skills, including emotional intelligence, empathy and professionalism. • Ability to work occasional evenings for webinars and attend approximately 15 weekend Baby Expos annually, with schedules provided in advance • Current Driver Licence and ability to travel.
Desirable	<ul style="list-style-type: none"> • Nil

Personal Attributes	
Essential	<ul style="list-style-type: none"> • Empathetic and emotionally aware, with the ability to engage sensitively and professionally with a diverse range of people. • Confident engaging with diverse audiences and presenting in busy, public-facing environments. • Adaptable and resilient, with the ability to respond positively to changing priorities and environments.
	<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 together with passion for our cause

Safety, Quality and Improvement	
Essential	<p>All 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 their own health and safety and that of others. • Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation. • Identifying and reporting risks promptly and participating in risk mitigation. • Engaging in quality improvement initiatives. • Demonstrating culturally competent practices that respect and meet the needs of all people, including Aboriginal and Torres Strait Islander peoples • Completing all required safety and quality training • Adhering to all relevant clinical and competency standards • Using person-centred approaches where relevant to their role • Keeping all required certifications, licences, qualifications and screening check requirements up to date.

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

Authorisation	
Position authorised by: Margaret Polacska	
Employee signature:	
Date:	