

# PROGRAM EDUCATOR (INSTRUCTOR)

## POSITION DESCRIPTION

### POSITION OVERVIEW

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**Classification:**

Level 5

Community Sector Multiple Enterprise  
Agreement 2014-18**Appointment status:**Casual or Part time, fixed  
term**Authorisation:** CEO**Date:** October 2025**Reports to:**

Director of Corporate Services

**Roles supporting**

Program Delivery Coordinators

**Organisational Context:**

Mental Illness Education ACT (MIEACT) is an innovative and well-respected mental health education organisation that was first established in 1993. MIEACT's mission as a purpose driven, not-for-profit organisation, is to provide programs to schools, the community, and workplaces that address stigma, increase mental health knowledge and support early intervention through promoting help-seeking. While valuing its deep roots in the Canberra, MIEACT's ambition is to continue our growth outside the ACT. While valuing its deep roots in the Canberra, MIEACT's ambition is to continue our growth outside the ACT in mental health education and the safe, impactful and sustainable use of lived experience.

**Role Description:**

MIEACT Program Educators (Instructors) deliver a variety of MIEACT programs to schools throughout Canberra and the ACT region. These programs include the Youth Aware of Mental Health (YAM) program and MIEACT's Mental Health Literacy initiatives, which address topics such as stress and anxiety, suicide prevention, bullying behaviours, body image, and mental illness. The primary responsibility of the Program Educator (Instructor) is to present mental health education and awareness programs to a diverse range of schools. This role is essential to ensuring the quality and effectiveness of the MIEACT's programs and is expected to demonstrate excellent presentation skills, maintain professional standards, uphold program fidelity, and adhere to MIEACT's policies and the DoNOHarm Framework. The Program Educator (Instructor) will undergo training as required and participate in supervision and post session debriefing. While focused on program delivery, this role can require the fulfillment of other duties when needed such as minor administration tasks and data entry.

**Key internal relationships:**

- Program Coordinators
- YAM helpers
- CEO and MIEACT Leadership
- MIEACT Volunteers and staff

**Key external relationships:**

- Community and educational stakeholders
- School /Teachers
- Participants (including Students)

## DUTIES AND ACCOUNTABILITIES

Duties and outcomes	Accountabilities
Plan for successful program outcomes	<ul style="list-style-type: none"> <li>○ Undergo program specific training and repeat training where necessary</li> <li>○ Maintain a working knowledge of the DoNOHarm Framework and all MIEACT policies that pertain to program delivery</li> <li>○ Ensure good familiarity with session materials and practice program delivery prior to allocated sessions</li> <li>○ Arrive at session locations at expected arrival times</li> <li>○ Set up equipment and ensure all needed resources are available for sessions</li> </ul>
Supporting the delivery of quality programs	<ul style="list-style-type: none"> <li>○ Work independently, and/ or as a co-facilitator when required, to deliver workshops to young people and adults</li> <li>○ Present/ support the facilitation of sessions with confidence, empathy and enthusiasm</li> <li>○ Deliver program content in-line with the intended design and content of MIEACT programs</li> <li>○ Return technology and resources used in session delivery to program coordinators and/or to the MIEACT office.</li> </ul>
Liaison and Communication	<ul style="list-style-type: none"> <li>○ Utilise a range of instructional strategies (e.g. direct instruction, group work and inquiry learning) to engage learners of different ages, cultures and backgrounds.</li> <li>○ Utilise a range of communication strategies, rapport and respectful interactions to work effectively with stakeholders and program participants.</li> </ul>
Maintain up-to-date program knowledge and facilitation skills	<ul style="list-style-type: none"> <li>○ Regularly reflect on and seek to improve support provided in sessions</li> <li>○ Participate in upskilling sessions and program updates</li> </ul>
Contributing to the administration and quality assurance of MIEACT programs	<ul style="list-style-type: none"> <li>○ Assist with research and data entry to improve program quality and outcomes</li> <li>○ Regularly reflect and evaluate on own performance when presenting programs</li> <li>○ Report accurately all relevant time sheets (Xero).</li> </ul>
Meeting and complying with Workplace Health & Safety, organisational policy and procedures.	<ul style="list-style-type: none"> <li>○ Comply with safe work arrangements, policies and procedures, identify risks and notify policy owners</li> <li>○ Report to MIEACT any major concerns experienced during program delivery.</li> </ul>

## SELECTION CRITERIA

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**Capabilities:** People who are successful in this position are likely to demonstrate the following attributes:

- Exceptional communication skills with the ability to engage effectively with diverse audiences.
- Strong interpersonal skills and the ability to build rapport quickly and authentically.
- High-level organisational, planning, and prioritisation skills to manage workload efficiently.
- Proactive in anticipating and addressing needs with a solutions-focused approach.
- Demonstrated initiative and strong problem-solving abilities.
- An optimistic, “can-do” attitude that fosters a positive and productive work environment.
- A collaborative mindset, thriving as a team player while contributing to shared goals.
- Adaptability and flexibility.

**Technical Skills:** People who are successful in this position are likely to have the following skill set:

- Tertiary qualifications or relevant experience in mental health, education, training, facilitation or related fields or Certificate IV in Training and Assessment. Qualifications or studies in the mental health field are desirable. Prior experience as a YAM Program Helper is highly desirable for all MIEACT Instructors, however, candidates with relevant school program delivery experience will also be considered.
- High quality presentation/ facilitation/ training skills, applied creatively in program sessions and workshops to ensure an interactive and engaging experience for session participants
- Knowledge of the principles of recovery-orientated mental health and trauma-informed care
- Strong organisational and planning skills.

**Motivations:** People who are successful in this position are likely to be motivated by:

- Role modelling positive attitudes and behaviours of mental health and wellbeing
- Problem-solving and contingency planning to anticipate and address challenges
- Developing, maintaining and learning new skills to meet role requirements
- Working collaboratively with others
- Supporting a mission-driven organisation.

**Note: all MIEACT employees must hold a current Working with Vulnerable People Card status in the ACT.**