

So, you want to be a ...

Communications Officer Trainer (Pool)



A **Communications Officer Trainer** develops and delivers training packages primarily to Communication Officer Students. They use their expertise and professional knowledge to facilitate learning of vital foundation skills required during the first stages of the Communication Officer Induction. Reporting to Clinical Education, they will assist in additional training packages relevant to their core role such as CEP.

Prerequisites

Qualified Communications Officer (EMD)

Completed a minimum of 16 shifts as a mentor

Maintain individual 000 call performance at or above the Agency Cumulative Performance value for a period of 3 months

Being a **Communications Officer Trainer** can prepare you for other career opportunities in St John SOC such as:

- Shift Development Officer
- Education Program Coordinator

For further opportunities see the [SOC Career Pathway](#)

KEY OUTCOME AREAS

- State Operations Centre
- Clinical Education
- Stakeholder Engagement
- Occupational Health and Safety
- Community First Responder

SKILLS AND KNOWLEDGE

- Understanding of SOC Guidelines
- Advanced CAD and Mapping abilities
- Strong multitasker
- Effective communicator
- Situational awareness
- Adaptive to learning styles

APPLICATION PROCESS

When applications open

- Apply via advertisement on BigRedSky
- Application process governed by Clinical Education
- Applicants will be notified of outcome
- Trainers will be assessed on suitability for scheduled courses

BEHAVIOURAL COMPETENCIES

- Shows initiative
- Upholds organisational values
- Encourages engagement and establishes rapport
- Works well in a team
- Receptive to feedback

HOW DO I PREPARE?

- Seek feedback from others on opportunities for development including Managers, SDO and Trainers (where appropriate)
- Adopt a positive attitude day to day, setting a standard of integrity
- Keep relevant SOC qualifications current and up to date

COURSE STRUCTURE

- *Further Development of Training Course to be implemented at later date.*

CONTINUED EDUCATION

Communications Officer Trainer must complete the following annually;

- EMD CEP LMS Module
- Mentoring LMS Module
- **Reflective Practice Exercise**

QUALIFICATION

- Communications Officer Trainer Certificate
- Wage or claimable allowance
(Refer to EBA)