

So, you want to be a ...

Operations Support Officer Mentor



An **Operations Support Officer Mentor** acts as an advisor or coach to OSO Students. They provide expertise and professional knowledge to support in the mentoring phase of the Operations Support Officer Induction. Using leadership skills and the SBI Model, mentors will deliver constructive feedback to ensure students develop into independent Operations Support Officers.

KEY OUTCOME AREAS

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

Prerequisites

Qualified
Operations
Support Officer

Completed 60
shifts over a min
of 4 months.

Being an **Operations Support Officer Mentor** can prepare you for other career opportunities in St John SOC such as:

- Communications Officer
- Extra Duties Officer
- Communications Officer Mentor

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

SKILLS AND KNOWLEDGE

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

BEHAVIOURAL COMPETENCIES

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

APPLICATION PROCESS

- Submit [Self Evaluation Form](#) to Line Manager for feedback and verification of prerequisites
- If successful, enrolled into relevant LMS Courses

HOW DO I PREPARE?

- Seek feedback from others on opportunities for development including Managers and SDO (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

- Online LMS Mentor course
- *Further Development of Mentoring Course to be implemented at later date*

CONTINUED EDUCATION

Operations Support Officer Mentors must complete the following annually

- Mentoring CEP LMS Module
- [Reflective Practice Exercise](#)

QUALIFICATION

- Operations Support Officer Mentor Certificate
- Claimable allowance ([Refer to EBA](#))