

# So, you want to be a ...



## Operations Support Officer Trainer (Pool)

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

### KEY OUTCOME AREAS

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

### Prerequisites

**Qualified Operations Support Officer**

Complete a min of 8 shifts as mentor

Being an **Operations Support Officer Trainer** 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

### 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 and 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

**Operations Support Officer Trainers** must complete the following annually

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

### QUALIFICATION

- Operations Support Officer Trainer Certificate
- Claimable allowance  
**(Refer to EBA)**