

Program Lead – Education and Training Position Description

Position overview

Position Title: Program Lead - Education and Training

Position summary: The Program Lead, Education and Training will lead First Step's development as an organisation that excels in education. The role will establish the partnerships, systems and internal capability needed to deliver high-quality learning for students, registrars, practitioners and organisations.

The role has three connected priorities. First, it will build First Step's education capability and relationships with tertiary, accreditation and training partners. Second, it will strengthen existing programs and establish new clinical training pathways, including University of Melbourne Juris Doctor placements, the SEMPHN-funded MATOD program, GP registrar Extended Skills training and FACHAM registrar training. Third, alongside this work, it will develop two scalable training modules for Victorian AOD and mental health workers: Comprehensive Integrated Care, followed by Trauma-informed Care and Employment Pathways. Each will offer self-guided online learning, optional facilitated delivery and consultancy support.

The Program Lead will combine education leadership with hands-on program design and delivery, including co-design, curriculum development, learner support, partnership management, quality assurance, evaluation, budget and risk management, and coordination of internal contributors and specialist contractors.

Classification: TBC	Appointment status: First Step will consider casual, permanent part-time or consultant proposals.	Authorisation: For example: Chief Executive Officer
Reports to: CEO		Direct reports: Nil
Location: This role will take place at First Step (18 Mitford St, St Kilda).		

About First Step

First Step is a specialist centre for integrated care – medical, mental health and substance use – with an embedded community legal service. Operating in inner Melbourne, we deliver more than 14,000 bulk-billed or otherwise funded appointments each year to over 1,600 people. Our multidisciplinary team includes doctors, psychologists, nurses, peers, psychiatrists, care coordinators, lawyers and social workers, working side-by-side to support people with co-occurring needs such as substance use, trauma and mental distress.

Our fundraising program supports client care, strategic initiatives and financial sustainability.

First Step's vision:

A community where people with complex, co-occurring needs can live well, be safe and be supported.

Our mission:

Ensure people seeking support for complex, co-occurring needs get all the help they want and need in a welcoming, hope-filled environment.

Provide an integrated community of care and support, maximising each person's agency, resilience and connection.

Key relationships

- Reports to CEO
- Will work alongside an Education Business Development Worker when that role is recruited next year.
- Other internal: Leadership Team, Clinical Lead, First Step Legal Director, COO.
- External government: Department of Health including the Collaborative Centre for Mental Health and Wellbeing, Hamilton Centre (statewide centre for integrated care).
- External other: universities and other tertiary providers; GP and specialist medical training and accreditation bodies; SEMPHN and other funders; prospective learners, customers and beta partners; evaluation, digital and sector partners; subject-matter experts; and paid lived- and living-experience contributors.

Skills, Qualifications and Experience

Minimum qualifications

- Relevant tertiary qualification, or equivalent substantial experience, in education, health, public health, community services, organisational development or Program management.

Essential skills and experience

- Substantial experience in education, curriculum, learning or capability development in health, community services, adult education, organisational development or a closely related field.
- Demonstrated ability to build productive partnerships with tertiary institutions, training bodies, funders, clinical supervisors and other external stakeholders.
- Experience establishing or strengthening education programs, including learner recruitment, placements, induction, supervision, coordination, quality assurance and evaluation.
- Strong understanding of adult learning and instructional design across self-guided online learning, facilitated education and workplace application.
- Demonstrated ability to draw out practitioner and lived-experience knowledge and translate complex evidence and practice wisdom into clear, accurate and engaging learning content.
- Strong Program management capability, including work planning, budgets, risks, governance, contractors, dependencies and delivery against milestones.
- Excellent facilitation, writing, editing and communication skills, with sound judgement in clinical and community-service settings.
- Commitment to co-design and to the safe, respectful and paid involvement of people with lived and living experience.

Desirable

- Knowledge of mental health, medical training or psychosocial training or practice.
- Experience with health-professional education, student placements, GP registrar training or specialist medical training.
- Experience developing learning-management-system content, accessible digital resources, facilitator guides or consultancy offers.
- Experience with evaluation, accreditation, implementation science or sustainable education business models.

Personal attributes

- Strategic and practical, with the ability to build organisational capability while delivering concrete programs and products.

- Credible and respectful with clinicians, educators, learners, lived-experience contributors and senior stakeholders.
- Highly organised, collaborative and comfortable working through ambiguity and differing professional perspectives.
- Committed to educational quality, inclusion and fidelity to First Step's distinctive model and values.

Key responsibilities, and expected outcomes.

Duties and Outcomes	Accountabilities and Measures
1. Build First Step's education capability and partnerships	a. Develop and implement a staged education plan that defines priorities, audiences, governance, resourcing and measures of success. b. Establish fit-for-purpose systems for curriculum development, learner administration, supervision, quality assurance, accessibility, evaluation and intellectual property. c. Build the education capability of First Step staff, supervisors, facilitators and lived-experience contributors. d. Develop and maintain key relationships with universities, tertiary providers, professional colleges, accreditation bodies and other training partners. e. Identify opportunities for recognition, accreditation, joint development, research and sustainable delivery. Expected outcomes: First Step has a clear education strategy, reliable systems and quality standards, capable internal contributors, and a strong network of education and accreditation partners.
2. Strengthen current programs and establish clinical training pathways	f. Support First Step's capacity to recruit, select, onboard, coordinate and support learners across its education programs. g. Strengthen delivery of University of Melbourne Juris Doctor placements and the SEMPHN-funded MATOD program, including clear roles, schedules, resources, learner support and feedback. h. Lead the work required to establish GP registrar Extended Skills training, including partnerships, accreditation requirements, supervision, recruitment and program coordination. i. Lead the work required to establish FACHAM registrar training, working with clinical leaders, supervisors and the relevant training body. j. Monitor learner experience, educational quality, supervisor capacity, program demand and outcomes, and coordinate improvements. Expected outcomes: Current programs are well organised and supported; student and trainee recruitment is stronger; and First

	Step is ready to host and support GP Extended Skills and FACHAM registrars through credible, sustainable training pathways.
3. Develop and launch priority training modules	k. Develop two modules in sequence: first Comprehensive Integrated Care, drawing on First Step's Practice Framework and practice knowledge; then Trauma-informed Care and Employment Pathways. l. For each module, define audiences and learning outcomes; develop curriculum, case studies, activities, assessments and practical tools; and produce accessible self-guided online learning. m. Create optional facilitated delivery and consultancy support that help organisations apply the learning in practice and strengthen organisational capability. n. Commission specialist expertise where required; test demand; pilot content with suitable partners; evaluate outcomes; and refine the offer. o. Develop facilitator resources, quality controls, pricing and processes that enable repeatable and sustainable delivery. Expected outcomes: A quality-assured Comprehensive Integrated Care module is ready for beta delivery after approximately eight months; the second module follows; and both can be offered online with optional facilitation and consultancy support.

Whole-of-role accountability

- Manage approved work plans, budgets, risks, contracts, milestones and governance reporting across the education portfolio.
- Work in accordance with First Step policies, clinical governance requirements, privacy and confidentiality obligations, and occupational health and safety responsibilities.
- Use client and practice information ethically, obtain appropriate consent and de-identify examples used for learning.
- Contribute to a culturally safe, trauma-informed and inclusive workplace and learning environment.
- Undertake other duties consistent with the purpose and seniority of the role.

Acknowledgement

Please confirm that you have read and understood this position description:

Name

Signature

Date