



## Job Description: First Aid Instructor

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### Job Purpose

The First Aid Instructor will be responsible for delivering high quality First Aid Training Courses to individuals and groups. The instructor will utilize their expertise to educate participants on various first aid techniques, CPR, Water Safety, and other training.

The incumbent will also ensure that all training is conducted in accordance with established standards and guidelines. The role requires excellent communication skills, attention to detail, and the ability to adapt teaching methods to meet the diverse needs of the participants.

### Job Responsibilities

- Deliver First Aid & CPR, People Saver, and Water Safety instructional courses to commercial clients & members of the public:
  - Prepare training materials and teaching aids prior to course date.
  - Instruct and demonstrate all relevant material and practical skills.
  - Conduct required assessments and evaluation of training participants.
  - Deliver community first aid training and awareness when required.
  
- Market First Aid Training courses and First Aid Kits
  - Direct market training courses, FA kits & ambulatory aids to clients, course participants and the public
  - Carry out first aid demonstrations and educational displays at public events.
  
- Customer Service
  - Receive and respond to customer telephone enquiries, emails, and messages in a timely manner.
  - Respond to the needs of walk-in clients and members of the public
  - Collate client testimonials and reported into Management.
  - Focus on and deliver customer service.
  
- Administer training records and database.
  - Amend and administer electronic training database as required.
  - Collect and input all statistical information – electronic and hard-copy.
  - Ensure proper pre and post training documentation is correctly completed, collected, and recorded.
  - Assist with issuance of first aid certificates post-training

### Other

- Adhere to FRCS's principles and values.
- Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles.

### Job Requirements

#### Essential



- Comprehensive work experience of 3 years and above in the related field.
- Proven work experience as an instructor, trainer or facilitator role.
- Strong ethics, with an ability to manage confidential data.
- Strong verbal and written communications skills in English and other languages.
- Ability to write reports and Collaborative, team player with strong analytical, organizational, and interpersonal skills.

#### Education:

- The minimum requirement is Training of Trainers Certification (Module I & II) from Fiji National University. Certificate in office administration or similar will an advantage.
- Form 6 secondary education pass

#### Desirable Experience:

- Certification as a Training Instructor from Fiji National University
- Strong knowledge of First Aid principles, techniques, and best practices.
- Demonstrated ability to use Microsoft Excel and ability to use other Microsoft Office programs including Word, Outlook, and PowerPoint.
- Sound written and oral communication skills in English. Proven ability to exercise sound judgement in the application of existing policies and procedures.
- Demonstrated ability to work independently and to work as part of a small and dedicated team as circumstances require.

#### Key Attributes:

- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Commitment to safeguarding FRCS's policies for all people who come into contact with the Society.

#### Applicable to All Staff:

1.	Must subscribe and adhere to the FRCS fundamental principles.
2.	Must sign the FRCS Child Protection Policy.
3.	Promotes gender development and equal opportunities in team development.
4.	Promotes Protection and Social Inclusion in program activities.
5.	Perform other related duties as assigned by the Safety Coordinator

#### Position Requirements:

Education	Required	Preferred
FNU Training of Trainers Certification (Module I & II).	X	
Experience	Required	Preferred
Three years' experience in a related field.	X	
Proficiency in use of Microsoft Office.	X	
Good spoken and written English.	X	
Able to work under minimum supervision.		X
Able to deliver instruction in a confident, articulate manner with at least two years of experience.	X	



Experience in adult education.	X	
<b>Knowledge and Skills</b>	<b>Required</b>	<b>Preferred</b>
Training/facilitation skills.	X	
Ability to work in cross – cultural and cross – functional environments.	X	
Strong communications and networking skills.	X	
Ability to work to tight deadlines and handle multiple tasks.	X	