

POSITION DESCRIPTION FORM

LEARNING AND DEVELOPMENT COORDINATOR

Position Details

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| Position Title: | Senior Learning and Development Coordinator |
| Service Area: | Employment Services |
| Location: | Malaga |
| Classification: | Labour Market Assistance Industry Award 2010 |
| Salary Range: | TBC |
| Date Approved: | 25 th November, 2016 |

Position Objective

The purpose of this position is take full responsibility for the day-to-day training and development of all CES staff and ensure all activities are carried out effectively and efficiently.

Organisation Information

Communicare's Aspiration:

To create strong, safe and inclusive communities for people to participate to their full potential.

Communicare's Purpose:

To inspire and empower people to live a life of their choice in an inclusive community.

Communicare's Values:

- **HOPE:** Providing an environment, supports and behaviours that inspire a sense of optimism and hope for the future; and stimulating people to believe in themselves see a better life and reach their potential.
 - **OPPORTUNITY:** Providing access to services and supports that build skills and pathways, enable people to learn, grow, and build on their strengths and empower them to choose a better future.
 - **PERSEVERANCE:** keeping faith in the people we support and leading with courage, passion and commitment to assist them to set goals, overcome the challenges in their lives and celebrate their achievements.
- EQUALITY:** Sharing a passion for people, embracing diversity and inclusion, valuing the unique value and contribution that all can make, and operating with integrity and respect to provide the opportunity for every person to thrive.

Reporting lines and Stakeholder relationships

- The Learning and Development Coordinator reports to the Governance and Training Manager
- Works with other internal stakeholders as necessary.
- External relationships include but not limited: registered training organisations, training service providers, organisational development consultants, eLearning designers and LMS system providers.

Position Responsibilities

Primary responsibilities:

- Conduct four (4) week induction program for new staff.
- Conduct training needs assessments for staff; this is followed up by developing training requirements, delivery of the training and reporting outcomes to relevant managers.
- Encourage participants to provide feedback on training. Collect and analyse the feedback received for future improvements.
- Maintain the training register for Employment Services staff.
- Develop training materials and packages as needed for Employment Services.
- Provide group based, web based and one and one training.
- Update and maintain a staff training matrix.
- Attend meetings with the Managers to contribute on training matters.
- Monitor standard of service provision and identify gaps in service delivery and provide recommendations to Site Manager.
- Provide a training report to Governance and Training Manager each month.
- Assist contract KPIs and star ratings are continuously improved in accordance with Department of Employment (DOE) and Department of Social Services (DSS) guidelines and Communicare's ethos.
- Provide accurate advice to staff on contract guidelines
- Manage document control relating to all CES Forms
- Provide guidance in third party software usage
- Create new third party software accounts
- Develop rolling training programme for all staff
- Carry out other operational management duties as directed by Governance and Training Manager and/or Director Employment Services.

Other responsibilities:

- Offer assistance to other team members and support them in reaching their performance targets – actively participate in achieving team targets.
- Promote a motivating team environment.
- Support the Governance and Training Manager on the development and delivery of continuous improvement to meet the business needs.
- Other projects as required by the Governance and Training Manager
- Maintain up-to-date knowledge of contemporary L&D, organisational development and related practices and legislation.

Communicare Competencies

Learning and Development Coordinator will be expected to demonstrate the following competencies in how they perform their role.

| Competency | Expected Behaviours |
|---|---|
| Achieves Results | <ul style="list-style-type: none">• Identifies and assesses customer needs• Develop solutions and respond to customer needs• Assumes shared accountability for improving service delivery• Responds in a timely manner |
| Communicates and collaborates with others | <ul style="list-style-type: none">• Identifies issues and offers solutions• Listens and obtains context before determining required actions• Willing to help others |
| Builds sustainable relationships | <ul style="list-style-type: none">• Builds and maintains effective working relationships with customers and colleagues• Fosters cooperation and collaboration in others through trust-building and relationships |
| Deals with ambiguity and complexity | <ul style="list-style-type: none">• Consults with others during various phases of the problem solving process• Gathers and organises data to support the problem solving process.• Analyses data to generate potential solutions. |
| Accountable for | <ul style="list-style-type: none">• Providing a professional learning and development service to the business.• Maintaining confidentiality |
| Inspires a sense of purpose and direction | <ul style="list-style-type: none">• Fosters partnerships towards a shared vision |

Selection Criteria**Required Education/Licences/Certificates**

- Tertiary qualifications in Learning and Development, Organisational Development or related discipline.
- Certificate IV in Training and Assessment
- Unrestricted drivers' licence
- Satisfactory Police clearance (not older than 6 months from the issue date)

Relevant skills, experience and knowledge

- Previous experience in a similar role, with demonstrated experience in training and development.
- Proven ability and experience in training delivery and facilitation.
- Ability to manage training activities, deliver desired program outcomes whilst maintaining excellent service quality
- Ability to inspire, motivate and coach members of your team.
- Experience in change management and the ability to work within contract and compliance obligations.
- Ability to demonstrate previous experience in embedding blended learning into

sessions plans.

- Ability to develop and sustain successful business partnerships
- Highly developed verbal and written communication and interpersonal skills
- Strong time management, administrative, organisational and presentation skills.
- Well developed negotiation, advocacy, conflict resolutions skills and the proven ability to utilise these to effectively address training and staff development needs.
- Demonstrate the ability to develop, refine and implement training plans, proposals and reports to ensure continuous improvement in service provision.
- Computing skills –intermediate/expert knowledge of various computing packages (including MS Office).
- Knowledge of and experience within employment services – understanding of its operations.
- Knowledge of the requirements of different industries and occupations.
- VET accredited qualifications in training and assessment.
- Working knowledge of Bridge software

Agreement to this Position Description:

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

Manager's Signature: _____

Date: ____ / ____ / ____