



## Position Description

**Position Title:** Senior Learning & Development Coordinator  
**Classification:** Non Award  
**Reports To:** HR Manager - Operations

### About CPL

The Cerebral Palsy League (CPL) is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

### Our Vision

An inclusive society for all people.

### Our Purpose

To provide services for people with physical disability so they can lead the life they choose.

### Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

### The CPL Way

**We are a business with a heart.** Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.

[www.cpl.org.au](http://www.cpl.org.au)

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- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

### Position Purpose

In partnership with the organisation coordinate CPL's learning and development framework that is aimed at developing and enhancing workforce capability, values and culture. Provide exceptional customer service and support to the organisation through the planning, coordination and administration of all training activities. Be responsible for designing in house and with expert third parties solutions that are in line with contemporary practices, industry standards and meet customer needs; and find better ways for CPL to fully leverage the capabilities of the Learning Management System (LMS) solution.

To support continuous improvement in the business performance of People, Learning & Culture and effectively contribute towards achievement of the organisation's vision and purpose.

### Key Responsibilities

- Working in partnership with internal stakeholders review, develop and coordinate an organisational learning and development framework to meet CPL's training and development needs;
- Analyse HR data and work collaboratively with supervisors and managers to identify skills gaps providing recommendations on findings to build capability;
- Work with expert third parties to design training courses and programs in line with contemporary practices, industry standards and meeting customer needs;
- End-to-end coordination of all learning and development programs. This includes:
  - Preparation of a 6 month rolling training calendar;
  - Leading by example in the delivery of blended learning and facilitation of training sessions;
  - Coordinating trainers, venues, participants and course material;
  - Tracking and updating courses and enrolments;
  - Communication plans and promotion of programs;
  - Responding to ongoing customer enquiries;
  - Delivering monthly reports and analysis of training activities to measure success and effectiveness of training investment for the organisation;
- Oversee the Moodle Learning Management System and work in partnership with the Learning and Development Coordinator to meet CPL's business requirements based on contemporary practices;
- Contribute to the development of training policies, best practice, procedures and standards as required;
- Undertake other responsibilities as required and directed by the Human Resources Manager - Operations.

### Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.



- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

### Organisational Relationships

- Reports directly to the Human Resources Manager – Operations.
- Liaises with managers at all levels and staff across all services.
- Liaises with external organisations, including business partners, suppliers and government organisations.

### Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Exceptional level of customer service skills and the demonstrated ability to develop excellent working relationships with internal stakeholders, service providers, colleagues and customers.
- Ability to translate business needs and requirements into focused and outcome driven learning and development programs in line with contemporary practices.
- Exceptional organisational skills and proven experience in the end-to-end coordination of learning and development initiatives.
- Previous facilitation experience within an learning and development environment and exposure to Learning and development functions;
- Demonstrated experience administering a corporate learning management system, preferably Moodle;
- Demonstrated ability to communicate concisely through various channels with people from different levels, in a timely, helpful and professional way.

### Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Certificate IV in Training and Assessment or equivalent experience.
- Advanced skills in Microsoft Office applications.
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current 'C' class driver's licence.

### Desirable

- Knowledge of eLearning authoring tools (*e.g. Adobe Captivate, Articulate*).
- Project management skills or experience.

