

# Guide Dogs.

## Position Description

**Position Title:** Learning and Development Coordinator

**Department:** Support Services

**Reports to Position:** Manager Research, Learning and Development

**Direct Reports:** Nil

### Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

C – Committed

A – Accountable

R - Respectful

E – Ethical

S – Successful

### NDIS Risk Assessed Role

*Managers to complete risk assessment – please select:*

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☐ Yes ☒ No

### Portable Long Service Leave

This role is not entitled to Portable Long Service Leave.

### Position Overview

The Learning and Development Coordinator works with the Manager Research, Learning and Development to support the fulfilment of GDQ's learning vision. That is:

*GDQ will develop a culture for learning characterised by an environment of acceptance, belonging, respect, integrity and safety.*

This includes day-to-day activities, such as regular reporting from learning and development systems, and project work.

### Essential Functions and Responsibilities

- Coordinating learning meetings and events, including liaising with providers, and scheduling and booking training.
- Maintaining currency of employee information and activities in Research, Learning and Development systems (Adobe Captivate Prime, Certifications Portal, and Trakstar).
- Undertake Research, Learning and Development finance tasks as required.
- With support from the Manager Research, Learning and Development, regular reporting and evaluation from Research, Learning and Development systems.
- With support from the Manager Research, developing and updating Research, Learning and Development processes and procedures.

# Guide Dogs.

## Position Description

- With support from the Manager Research, Learning and Development, reviewing and documenting options for improvements to Research, Learning and Development systems and technology.
- Maintaining the confidentiality of private and sensitive employee information.

## Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

## Supervisory Responsibilities

Nil

## Knowledge and Skills

### Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- Experience working in a role requiring coordination and administration of learning and development projects and processes, or similar.
- The ability to work as part of team and independently as required.
- Excellent customer service skills.
- Time and energy management skills.
- Intermediate levels skills in the Microsoft Office suite – Word, Excel and PowerPoint.
- The ability to work with information technology systems.

### Desirable

- Previous experience administering a learning management system.
- The ability to consult to assess and determine basic learning and

## Position Description

development needs.

### Working Conditions and Environment

- The scope of the Research, Learning and Development team responsibilities apply to all GDQ employees.
- The working environment for this role is characterised by a high level of collaboration with the Manager Research, Learning and Development, GDQ managers and team leaders, and all other employees.
- Members of the Research, Learning and Development team endeavour to uphold the standards of the GDQ learning vision for acceptance, belonging, respect, integrity and safety.