

Position Description

Job Title:	Practice Education Specialist		
Job Purpose	<p>This position provides the clinical, educational, knowledge and expertise required for the development of content and the delivery of nationally accredited qualifications in partnership with the Australian Institute of Social Relations, part of Relationships Australia, South Australia. The qualifications are the Diploma of Counselling, the Graduate Diploma of Relationship Counselling and the Graduate Diploma of Family Dispute Resolution.</p> <p>In addition, the position oversees and manages the RAPT/RANSW Practicum for graduates of the Graduate Diploma of Relationship Counselling.</p>		
Department:	People and Learning		
Position Type	Permanent Part Time	Date of Issue:	03/07/2019
Location	Macquarie Park		

1. Working Relationships	
Direct Reports	RANSW practitioners and external contractors working as trainers, assessors and coaches in the qualification programs. Clinical supervisors, both internal to RANSW and external to RANSW working in the Practicum Clinics or regional placements.
Liaises with	Internally: Manager, Learning and Development; Administration Officer, Learning and Development, PaL team, including the General Manager, People and Learning, the Central Administration team, Centre Managers, PQI team and other RANSW staff involved in training. Externally: RTO (AISR), organisations, individual students, trainers, coaches, assessors, clinical supervisors
Supervisor	Manager, Learning and Development
Manager/ Team Leader	Manager, Learning and Development

2. Core Responsibilities	Tasks	Weighting %
2.1 Client Focus	<p>Advise prospective students on AISR qualification course offerings and relevant qualification pathways and Practicums.</p> <p>Work closely with AISR to develop training schedules, module guides, course information booklets, Training and Assessment strategies, industry consultation log etc.</p> <p>Work closely with AISR in the delivery of qualification courses, supporting NSW trainers, coaches, supervisors and assessors in the Sydney based intensives (face to face).</p> <p>Liaise with AISR course interviewers to ensure suitability and right fit of applicants to each qualification.</p> <p>Manage and respond to student issues, deferrals and withdrawals in a timely manner with Manager, Learning and Development and AISR.</p> <p>Manage student complaints in accordance with AISR policies and handbook.</p> <p>Develop and coordinate tutorials, webinars and forums for online training, both synchronous and asynchronous activities.</p> <p>Ensure student assessment booklets and printing for all intensives are ready in a timely manner for the Administration Officer, Learning and Development to prepare before the intensives.</p> <p>Coordinate the RAPS (RANSW Adolescent and Family Therapy team) Open Day roster for GDRC students as part of their Work Placement program, with Parramatta Manager, RAPS team leader and staff.</p> <p>Manage and monitor the GD FDR students on work placement in RANSW Family Relationships Centres.</p>	40%

2.2 People	<p>Coordinate trainers, assessors, coaches, and work place supervisors for each qualification:</p> <ul style="list-style-type: none"> • GD FDR: organise, co-ordinate work place mentors for regional placements through liaison with centre managers and team leaders. • GD RC: co-ordinate and oversee the Student Clinic supervisor (in the intensive), liaising with regional manager and Client Services and ensuring ongoing sessions are organised and well managed. • Diploma of Counselling: co-ordinate and oversee work placement requirements that mirror and provide consistency with South Australia cohort in Student Clinic. <p>Schedule guest speaker presenters for Qualification delivery schedule as required in the three courses.</p> <p>Co-ordinate clinical supervisors for the RAPT/RANSW Practicum components (mandatory 40 week clinic plus optional 20 week regional placement).</p> <p>Oversee the continuity of the Practicum clinics from one year (40 weeks) to the next and ensure clinic supervisors are organised and handovers from one supervisor to another take place if required.</p> <p>Oversee and manage the Practicum programs (includes EOI process, interviews, clinical supervisor contracts etc). Conduct interviews for Practicum applicants in conjunction with a Clinical Supervisor.</p> <p>Assist the Manager, Learning and Development to develop and maintain close links and relationships with RANSW practitioners and in the field.</p> <p>Foster excellent relationship management with other divisions in RANSW and external organisations, customers and clients.</p>	30%
2.3 Sustainability	<p>Coordinate and assist with the content development and management of the delivery of qualifications, ensuring training components and learning materials comply with ASQA standards and regulations.</p>	30%

	<p>Contribute to the review and continuous development of the online (Moodle) content for all courses in collaboration with AISR every three years for currency and best practice and participate in quality and continuous improvement activities.</p> <p>Contribute to the development of curriculum, validation and other audit processes with AISR as required.</p> <p>Foster and support innovative change in effective use of technologies to support learning in both the online platform and in the face to face training.</p> <p>Build networks in the counselling, couple and family therapy, family dispute mediation sectors.</p> <p>Participate in relevant forums, meetings and workshops.</p> <p>Contribute to applications for accreditation of courses with peak bodies and ASQA when appropriate.</p> <p>Liaise with AISR and RANSW Marketing and Communications teams regarding marketing strategy for qualification courses.</p> <p>Liaise with RANSW Marketing and Communications team in regard to market the Practicums.</p> <p>Undertake associated tasks such as reports on student progress, concerns, using the Jobready SMS for all communications with students, attendance records and enrolment.</p> <p>Maintain currency in the training and assessment qualification as required by ASQA, for example Cert IV Training and Assessment.</p> <p>Lead and supervise professional development workshops for trainers and assessors for each course at the beginning, middle and end of each qualification (3) per year or as required with a focus on review and continuous improvement.</p>	
--	---	--

3. Organisational Competencies

Competency	Descriptor
Building relationships	Pro-actively develops and maintains internal and external relationships to facilitate the achievement of work goals. Collaborates and establishes connection and affinity with others; achieves harmony with others easily and quickly: demonstrates interpersonal sensitivity
Communication	Uses appropriate, effective ways to communicate to different audiences in diverse situations. This includes but is not limited to using a respectful tone and manner; listening actively; writing clearly and accurately in a variety of contexts and formats; listening and asking questions to understand other people's viewpoints; communicating issues in a timely manner; awareness of and responsiveness to verbal and non-verbal communication styles; recognising and adapting to cultural differences in communication.
Continuous Learning	Acquires and applies new knowledge and skills in all experiences. Set and pursue personal and educational goals; identify and access learning sources and opportunities; show a willingness to continuously learn and grow; learn from your mistakes and successes; seek and accept constructive feedback from others; stay current with techniques and technologies in your field
Customer focus	Able to create a customer centric perspective and delivery culture that achieves excellent customer experience and high levels of customer retention and referral business
Diversity and Inclusion	Cultural Competence - Understands multiple cultural frameworks, values, and norms; demonstrates a flexible style with dimensions of culture; understands the dynamics of cross-cultural and inclusion-related conflicts, tensions, misunderstandings, or opportunities. Subject Matter Expertise - knows and applies best practices in diversity and inclusion practices, strategies, systems, policies; understands subtle and complex diversity and inclusion issues as they relate specifically to marginalised groups including but not limited to Aboriginal and Torres Strait Islander peoples, women, people with disabilities, older people, and racial, ethnic or religious minorities; is a role model for inclusive and culturally competent behaviour
Emotional Intelligence	Demonstrates self-awareness and understands own emotions, acknowledge own strengths and weaknesses, and works on these areas to improve performance; Self-Regulation – able to control emotions and impulses; is thoughtful, comfortable with change, operates with integrity; Motivation – motivated; willing to defer immediate results for long-term success; highly productive; accept challenges; Empathy – able to identify with and understand the wants, needs, and viewpoints others;

	excellent at managing relationships, listening, and relating to others; Social Skills –team player; focuses on helping others develop and shine; can manage conflict / disputes; excellent communicator; builds and maintains relationships.
Self-Management	Shows an understanding of self and are conscious of the implications of your interactions with others. You act with honesty, integrity and personal ethics; recognise your personal efforts and the efforts of others;; acknowledge diverse opinions and accept differences; have effective self-care strategies and manage your personal health and emotional well-being; take responsibility and demonstrate resiliency and accountability for yourself; plan and manage your personal time, finances and other resources; assess, weigh and manage risk in the face of uncertainty; recognise your strengths and areas for improvement; adapt to new environments and cultures; seek to understand and adapt to change
Teamwork	Works cooperatively and collaboratively with others to accomplish team / organisational goals and reinforce the vision; respects the needs and contributions of others for quality service delivery and appreciates the operational pressures on others; works within the dynamics of a group; accepts and provides feedback in a constructive and considerate way; shares information and encourages others to do the same; supports and motivates the group to perform at its best; recognise the role of conflict when appropriate; build professional relationships; show accountability to the team and follow through on your commitments; work effectively with different personalities across a variety of social and professional situations; consider diverse, intercultural perspectives and working styles

Role Competencies

Customer Service	Knowledge and experience of providing excellent customer service to our training clients, on the phone, via email and face to face.
Administration	Ability to use Microsoft applications, work with templates, format documents, multitask in a busy office environment working with course content, delivery schedules, student, trainer, RTO, and RANSW communications, JobReady and MOODLE.
Systems	Ability to work with databases and online systems, and some technical ability with modern educational technologies
Interpersonal and communication skills	Ability to work co-operatively and productively with others to achieve results and demonstrate competent, mature interpersonal skills in all dealings with students, staff and other stakeholders.

4 Prerequisites

4.1 Mandatory

Qualifications	<ul style="list-style-type: none">• Relevant tertiary qualifications in Counselling or Mediation or a related field• Cert IV Training and Assessment
Experience	<ul style="list-style-type: none">• Previous experience in a counselling, mediation or other practitioner role• Previous experience working in an RTO or training environment
Knowledge	<ul style="list-style-type: none">• Knowledge of vocational education system in Australia
Technical	<ul style="list-style-type: none">• Technical knowledge and ability in online learning technologies and systems
Team work	
Other	
Requirement	<ul style="list-style-type: none">• National Criminal History Check clearance and NSW Working with Children Check Clearance
4.2 Desirable	
Qualifications	<ul style="list-style-type: none">• Current Cert IV Training and Assessment
Experience	<ul style="list-style-type: none">• Working in an RTO in the delivery of community sector courses
Knowledge	<ul style="list-style-type: none">• Knowledge of ASQA compliance an advantage
Technical	<ul style="list-style-type: none">• Experience working in database, for example, learning management system.
Team work	
Other	