

POSITION DESCRIPTION

Workforce Development and Training Officer

OVERVIEW

Program:	Workforce Development
Reports to:	Workforce Development Manager
Supervise:	NIL
Date of Last Review:	August 2021
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with

Document Number: HRE-FOR-005
 Document Status: Current
 Date created: December 2016
 Date Updated: N/A
 Review Date: December 2020

Version: 1
 Pathway: T:\10.0 Forms
 Prepared by: Manager People & Culture
 Updated by: N/A
 Approved by: Manager People & Culture

Page No. 1 of 5

respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The People & Strategy Division is responsible for supporting the delivery of the Mission's Strategic Plan and leading people management strategies to drive our values based culture and ensure that SHM can meet the demands of growth with a highly skilled and engaged workforce.

The Division is comprised of Workforce Development, Strategy & Service Development and People & Culture. The Workforce Development team is responsible for the delivery of training and practice development initiatives to ensure that our workforce, paid and volunteer, is appropriately trained, supported and engaged to deliver SHM's Mission and strategic objectives.

The Workforce Development and Training Officer position will be located within the People and Strategy Division, reporting directly to the Manager, Workforce Development.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2020	Approved by:	Manager People & Culture		

PURPOSE OF THE POSITION

The purpose of the position is to:

- Coordinate and deliver components of the SHM core training program for SHM staff and volunteers. This training includes mandated compliance training such as manual handling, fire safety and privacy training as well as training in the area of developing and maintaining professional boundaries, inclusive practices and working within a trauma informed framework.
- Recent training developed has included introductory subjects and sessions related to family violence, mental health and gender diversity.
- It is expected that this role will also develop new online training modules as well as redeveloping existing learning materials to ensure they can be used in an online or flexible delivery format.

KEY RESPONSIBILITIES

Accountability	Major Activities
Develop and Deliver online and face to face training content	<ul style="list-style-type: none">• Undertake annual learning needs analyse of all program and service areas to identify the learning and professional development needs of the teams.• Identify key organisational learning areas• Review and redevelop existing materials to meet these learning areas• Design and develop new materials to meet organisational needs• Deliver and facilitate training using face to face or online delivery strategies• Review training as part on ongoing quality improvement processes
Coordinate and Deliver Training Program	<ul style="list-style-type: none">• Coordinate and deliver components of the SHM core training program that form part of the organisational training calendar.• Review and revise compliance training where needed to ensure legislative requirements are met.• Provide administrative support to the Workforce Development Manager, to ensure organisational training needs and goals are met.
Record maintenance and reporting	<ul style="list-style-type: none">• Maintain accurate training records in SHM's centralised system.

Document Number: HRE-FOR-005

Version:

1

Page No.

1 of 5

Document Status: Current

Pathway:

T:\10.0 Forms

Date created: December 2016

Prepared by:

Manager People & Culture

Date Updated: N/A

Updated by:

N/A

Review Date: December 2020

Approved by:

Manager People & Culture

	<ul style="list-style-type: none"> • Prepare accurate reports according to specified reporting timeframes for Management and Executive.
Networking	<ul style="list-style-type: none"> • Develop effective relationships with relevant SHM staff to ensure the learning needs of all teams and program areas are being represented. • Encourage staff with an interest and skills in facilitation to deliver skill-based training/information sessions across the organisation.
Health & Safety	<ul style="list-style-type: none"> • Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	<ul style="list-style-type: none"> • All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	<ul style="list-style-type: none"> • All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	<ul style="list-style-type: none"> • All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice

QUALIFICATIONS AND LICENSES

- **Mandatory:** Relevant tertiary qualification, (Diploma or above) in Education and Training, Human Resource Management or in community related areas such as Social Work, Welfare Work or Community Services Work.
- **Desirable:** Workplace training related qualifications – e.g. Certificate IV in Training & Assessment and/or training in the areas of Occupational Health and Safety would be advantageous

Document Number: HRE-FOR-005

Document Status: Current

Date created: December 2016

Date Updated: N/A

Review Date: December 2020

Version: 1

Pathway: T:\10.0 Forms

Prepared by: Manager People & Culture

Updated by: N/A

Approved by: Manager People & Culture

Page No. 1 of 5

KEY SELECTION CRITERIA

- Demonstrated experience in the design, review and delivery of training (face to face and online training) including developing training in the areas of Mental Health, Drug and Alcohol and Case Management preferably in the Homelessness sector
- Experience in the on boarding or service orientation of new workers (including staff, students and volunteers)
- Demonstrated ability to liaise and develop effective working relationships with staff, clients and other key stakeholders of the organisation with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Demonstrated ability to organise and prioritise work both individually and across the team and meet strict deadlines without compromising the quality of output.
- Advanced skills with Microsoft office suite of programs, including excel and PowerPoint and high levels skills in the use of publishing software.
- Excellent verbal and written communication and presentation skills as well as initiative and effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2020	Approved by:	Manager People & Culture		