



<b>POSITION TITLE:</b>	<b>Learning and Development Officer</b>
<b>POSITION NUMBER:</b>	<b>AA017</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>Level 4 (Social, Community, Home Care and Disability Services Industry Award 2010) (Pay point will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Workforce Engagement – Corporate Services Division</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and DWES List Check.</b>

## OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited Child Safe, not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTI inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## DIVISION AND PROGRAM OVERVIEW

The Corporate Services Division provides a comprehensive range of management and support services across the organisation in the areas of Finance, Information Technology, Records Management, Workforce Engagement, Risk, Facilities Management, Corporate Compliance, Audit, Reception & Administration and Governance.

Workforce Engagement includes the Human Resources, Payroll and Learning & Development (coordinated in conjunction with the Quality & Compliance Team) functions of the Agency and provides support, advice and guidance on all matters relating to these specialist areas to staff across all divisions and teams of the Agency.

## PRIMARY PURPOSE OF ROLE

Brophy's Learning and Development program is designed to build the capabilities, talents and effectiveness of workers. It underpins the Agency's Advantaged Workforce Policy which includes the induction of new workers, probation reviews and the coordination of a range of internal and external training opportunities that may be delivered online, in an internal or external workshop or even via accredited training programs.

This role supports the Induction, Probation and Professional Supervision policies and procedures associated with the Advantaged Workforce Policy and the coordination, development and delivery of Agency Learning Org Days, accredited training workshops and Induction, along with administrating our e-learning platform TALENT and related policies, procedures and communications.

It is also responsible for administrating Brophy's training calendar in consultation with the Workforce Engagement Lead, the Quality & Compliance Officer and the Learning Org Working Group including booking training, administrating attendance lists, following up feedback and evaluation, developing training evaluation reports and reviewing Learning & Development Plans for training required.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the Agency's services to achieve improved outcomes for clients.

## ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

Working in the Workforce Engagement Team, the Learning and Development Officer supports the communication of the Agencies Learning and Development program to all levels of the organisation to influence, offer advice and guidance to adopt the most effective learning and development practices.

As an advisor on learning and development matters, and as a member of the Workforce Engagement Team, it is expected that the Officer listens to and acknowledges that the concerns of others have been heard and provides timely and consistent advice with respect to specific areas of the role and general workforce engagement functions.

## REPORTS TO

The position reports to and is supervised by the Workforce Engagement Lead.

## KEY RESPONSIBILITIES

### Personal and Professional

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally;
- Participate in supervision and professional development as negotiated with Line Manager; and
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.

### Technical Skills

- Assist with the coordination of the induction process for all new workers including relevant volunteers and student placements;
- Assist with the coordination of the development, delivery and evaluation of staff learning and development programs and the implementation of an annual corporate training plan and budget;

- Support the development of policies and procedures relating to the Advantaged Workforce Policy in conjunction with the Workforce Engagement Lead;
- Being the first point of contact for all learning and development queries;
- Ensuring systematic capture of training records and data and administration support for reporting on key L&D data metrics, using the LMS and Excel;
- Assist with event management including: event planning, venue hire, catering and coordination of attendees;
- Provide feedback to learning and development partners about training evaluation;
- Arranging invoice payment per Brophy Finance processes as required;
- Prepare reports on Learning & Development training effectiveness as required;
- Provide advice and assistance to staff in the implementation of Learning and Development policies and procedures;
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area; and
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

#### Customer Service

- Respond with a customer focussed approach to all Workforce Engagement enquiries both internally and externally;
- Promote the program's services and the Agency throughout the region;
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes;
- Demonstrate an awareness and practice in response to the diverse needs of clients; and
- Demonstrate an understanding of rural communities and the issues they face.

#### Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework;
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients; and
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

#### Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners;
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures;
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives;
- Participate in the development of consumer participation activities within your team and Agency; and
- Undertake other appropriate duties as directed by the Line Manager.

#### Administration and Documentation

- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.

- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

## **GENERAL RESPONSIBILITIES**

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## **KEY SELECTION CRITERIA**

### **QUALIFICATIONS**

- A Diploma level qualification in Business, Project Management or Training & Assessment or related areas and/or equivalent level of experience and expertise to undertake the range of activities required.
- A current Drivers Licence.

### **EXPERIENCE, SKILLS AND ABILITIES**

The successful candidate will have the best combination of the following characteristics:

- Demonstrated experience in working with an LMS or HRIS system or relevant experience in working with data to administrate a learning and development program or service;
- Experience with the design, delivery and evaluation of training programs across an organisation;
- Strong facilitation/presentation skills along with excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of stakeholders;
- A high level of administration and time management skills applied with a proactive approach, along with a demonstrated ability to meet deadlines, including flexibility in adjusting to changing priorities;
- Proven ability to adhere to confidentiality requirements for employee and organisational information;
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations; and
- Ability to use Microsoft office suite of products, along with experience in electronic databases.

## **AUTHORISED BY**

NAME: Josh Hill  
POSITION: Executive Managers – Corporate Services  
DATE: October 2020

**ACCEPTED BY INCUMBENT**

NAME: \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_