

# Position Description

## Training Support Officer

<b>Reports to:</b>	Training & Development Coordinator
<b>Directorate/Department:</b>	Business Services - People & Culture
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Part-Time Fixed-Term Contract -12 months (0.45 FTE – 9 to 3pm – 3 days per week)
<b>Salary/Award Classification:</b>	Level 3 – Social, Community, Home Care and Disability Services Industry Award 2010  Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



### Position Purpose

The Training Support Officer is responsible for end-to-end traineeship program support across the organisation, supporting all regional teams to on-board new trainees and coordinate with internal and external stakeholders to implement, maintain and execute traineeships.

The role will also support current employees completing qualifications outside of a traineeship contract via regular engagement and follow up.

### Principal Duties

- Provide support and administration for traineeship recruitment, on boarding and contract execution
- Ensure accuracy of information processed on training contracts and State Training Authority (STA) forms
- Maintain database of traineeship records
- Liaise with a range of stakeholders, providing timely and accurate information
- Coordinate and action day to day enquiries from employees and stakeholders

- Organise regular engagement meetings with training providers and regional trainee supervisors/mentors for duration of pilot program
- Provide communication pathway for current employees completing qualifications via regular phone contact
- Provide statistical information to the Training & Development Coordinator as required
- Support the Training & Development Coordinator with a range of administrative and coordination related tasks as required
- Demonstrate behaviours that support organisational values and a positive workplace culture
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

## **Core Competency/Capability**

*(NDS CSS 3)*

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework*

### ***Sector & organisation purpose & values***

- Working knowledge of a human rights based approach to supporting a person with disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.

### ***Leadership & teamwork***

- Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.

## *Communication*

- Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.

## *Customer relations*

- Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relation to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.

## *Personal accountability*

- Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.

## *Innovation*

- Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.

## **Skills & Experience**

*To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills*

### *Academic or Professional Qualifications*

#### **Essential**

- Certificate III Business Administration or equivalent experience in a Training related role

### *Skills & Delivered Performance*

- Relevant work experience in traineeships programs either from Apprenticeship Service Providers or employer perspective
- Strong written and verbal communication skills, including the ability to maintain confidentiality
- Ability to engage with a wide range of people from different backgrounds including working with external stakeholders
- Ability to work autonomously as well as part of a team

- Ability to prioritise multiple tasks and complete work accurately and on time
- High attention to detail
- Demonstrated computer literacy including Microsoft Word, Excel, Outlook and database skills
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

### *Special Requirements (Essential)*

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for the purpose of recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

### *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

### *NDIS Code of Conduct*

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency

- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

## ***Accepted and Approved***

<b>Employee</b>			
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	

<b>Training &amp; Development Coordinator</b>			
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	