

<b>POSITION:</b>	Education and Training Officer
<b>REPORTING TO:</b>	Chief Quality Officer or her delegate
<b>DIRECTS REPORTS:</b>	Nil
<b>KEY RELATIONSHIPS:</b>	Manager Quality & Innovation, General Manager Operations, CEO, Executive Team, Client Services Manager, Program Leaders, Direct Service Staff, External stakeholders
<b>POSITION STATUS:</b>	Full time, fixed term to 30 June 2019

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## 1. PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework established by the Board, and under the direction and supervision of the Chief Quality Officer, the Education and Training Officer will:

- Develop, maintain and coordinate internal and external training frameworks, including training manuals, programs and a calendar that equip **safe steps** staff and the community with up to date knowledge of family violence
- Monitor all internal and external training manuals, programs and trainers to ensure that all training is delivered consistently and that **safe steps** message is in line with the organisation's vision and strategic intent
- Lead and deliver as appropriate **safe steps** induction and professional development programs in consultation with Chief People and Culture Officer
- Grow **safe steps** capacity to build and deliver a community education program and calendar
- Coordinate all internal and external training requests and schedule relevant internal and external facilitators, guest speakers and practice experts
- Produce high quality training materials including e-learning tools, formal training manuals and associated supporting documents
- Develop and deliver training and education presentations for stakeholders including the **safe steps** survivor advocate program
- Represent **safe steps** at relevant networks, conferences and forums

## 2. ORGANISATIONAL CONTEXT

**safe steps** Family Violence Response Centre (formally known as the Women's Domestic Violence Crisis Service) was set up in 1974 as the Women's Refuge Referral Service to provide a 24 hour 7 days a week telephone helpline for women experiencing domestic violence.

It is now a state-wide incorporated association funded primarily by the Department of Human Services to provide a range of services 24 hours 7 days a week for women and their children who experience

family violence. **safe steps** is the primary contact and referral point for access to women's refuges in Victoria. It provides two complementary services:

- a crisis telephone information, support, advocacy and referral service and
- a high security supported safe house accommodation service

The organisation operates out of two separate work locations, one of which houses the 24/7 immediate response telephone service and administration, and the other, which provides accommodation.

**safe steps** is governed by a constitution and a Board of Governance with ten members. The Board elects its own chair and meets monthly to set the strategic direction and policy parameters for the organisation and its work. The organisation is managed by a Chief Executive Officer who operates with a high degree of autonomy, and at the same time working closely and effectively with the Board. She attends Board meetings and services the work of the Board.

The Chief Executive Officer is responsible for ensuring effective relationships with our funding body and with sector partners, and for developing protocols to ensure that the best possible services are provided to the women and children who need them. **safe steps** is a lead organisation in a wider network of domestic violence services in Victoria.

The organisation has an annual budget turnover of more than \$12 million; it employs more than 80 full-time staff, part-time staff, volunteers and students to support the work of the organisation.

The Education and Training Officer is based at the **safe steps** community offices however will work across both sites when required.

The Education and Training Officer is expected to uphold organisation's policies and procedures as well as the Department of Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

**safe step's** locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

### 3. KEY RESPONSIBILITIES

The Education and Training Officer is expected to develop a project plan for the position with clearly identified deliverables and timeframes in consultation with the Chief Quality Officer (or a delegate) and meet the objectives of the project plan.

#### Internal and External Training Framework

- Develop, deliver and coordinate an induction manual, program and calendar that equips all **safe steps** staff with the organisational and 'job ready' knowledge they require to work at a high standard
- Develop, deliver and coordinate an internal training manual, e-learning modules, training program and calendar that equips all **safe steps** staff with up to date knowledge of family violence they require to work at a high standard
- Develop, deliver and coordinate a community education manual, program and calendar to ensure that it is responsive to policy legislation changes, accreditation standards and stakeholder needs
- Develop and deliver any additional training modules as required
- Produce complete formal training manuals that can be utilised by other **safe steps** trainers in a 'take off the shelf and deliver' approach as required
- Identify and maintain an internal clinical practice training calendar including engaging external trainers to provide training at practice meetings in consultation with the Chief Quality Officer (or a delegate)
- Increase organisational capacity by utilising existing staff skills to develop a pool of trainers within **safe steps** through a 'train-the-trainers' approach
- Embed a gender-based violence training framework throughout the organisations HR continued improvement policies, procedures and processes
- Monitor all internal and external training manuals, programs and trainers to ensure that all training is delivered consistently by different trainers and that **safe steps** message is in line with the organisation's vision and strategic intent
- Review, develop and facilitate education for **safe steps** programs including the survivor advocacy program
- Development & maintenance of all of organisation training schedules and registers

#### Community Education, Partnership and Stakeholders

- Develop, deliver and coordinate presentations to community groups, corporates, contract groups and conferences as required
- Coordinate all internal and external training requests and schedule relevant internal and external facilitators, guest speakers and practice experts
- Build a relationship with existing and new stakeholders and be able to identify and respond to their training needs
- Proactively build a stakeholder engagement training calendar and a suite of training packages
- Promote the work of **safe steps** in the Family Violence Sector and within the broader social services community
- Support the Executive Team and CEO in building the external profile of the organisation

- Represent **safe steps** at partner network meetings and maintain a network portfolio as required
- Provide secondary consultation to partner organisations as and when may be required
- Professionally and constructively liaise with external stakeholders in tailoring education sessions specific to their industry, educational or political environments
- Coordinate Survivor Advocate speaker requests

### **Leadership**

- Provide visible and consistent modelling of the organisation's values and reinforce these values in the day to day work of the organisation internally and externally
- Lead by example to demonstrate to all **safe steps** staff a self-driven responsibility to continuously improve through ongoing professional development
- Actively encourage work practices that have a positive impact on the outcomes for clients and promote a cohesive and collaborative work environment
- Constructively and regularly attend meetings, staff trainings and supervision as required by the General Manager Services & Capacity
- Complete administrative tasks including reporting requirements in an accurate and timely manner
- Maintain positive relationships and provide accurate reporting data to contract partners as required
- Participate fully as a constructive and positive member of the Leadership Team to support the organisational vision by achieving the organisations' goals as stipulated in the Strategic Plan

### **Compliance and Risk Management**

- Ensure that training manuals, programs and work practices are consistent with current legislation such as OH&S, Privacy and anti-discrimination
- Notify General Manager Operations and CEO of any organisational risk due to inadequate individual or group staff development issues
- Work with the Chief Quality Officer, to assist the Manager Quality and Innovation to meet all audit, accreditation and contract requirements
- Function and operate within budgetary allocations

### **Reporting and Administration**

- Develop and write all training programs e-learning and manuals
- Design and collate of evaluations of each training program offered
- Prepare weekly and monthly reports for the Chief Quality Officer, Manager Quality & Innovation, General Manager Operations or CEO (including qualitative and quantitative training data and needs analysis) as required
- Develop briefing papers for the CEO and Board, including position papers, submissions, briefings and advice on training issues including emerging opportunities, gaps and risks
- Liaise with the Policy Officer and Chief Quality Officer to ensure training meets the recommendations from the Family Violence Royal Commission
- Contribute to internal communication systems processes
- Assist with the upkeep of resource files and databases

- Work within the delegations of authority documents and ensuring financial accountability requirements are adhered to and met
- Collate the documents that support the organisations internal accounting and HR procedures in a timely and accurate manner
- Ensure that accountability reports, including internal data collection and SHIP data returns are produced and collated as necessary
- Participate in service evaluations as required
- Adhere to Occupational Health and Safety Standards and assuming responsibility for the proper use of all equipment and the monitoring of the environment to ensure safe practice
- Development & input to **safe steps** website related to Speaker and Education session request portal

#### **Other tasks**

- Abide by all organisational policies and procedures, including all workplace health and safety measures
- Regularly attend and positively engage in professional supervision as required
- Regularly attend and positively contribute to team meetings and permanent staff meetings as required
- Demonstrate a commitment to, and expression of, **safe steps** values and strategic intent
- Carrying out other duties as requested by the Chief Quality Officer (or a delegate)

#### **4. KEY SELECTION CRITERIA**

##### **Essential**

- Relevant formal qualifications and significant experience in education and community services sector
- Cert IV in Training & Assessment
- Proven experience as a responsive trainer with experience in writing training packages and meeting the needs of stakeholders
- Experience in developing online training tools
- Understanding of adult training methodology
- Relevant project management skills and experience
- Excellent time management skills and the ability to manage multiple complex demands and meet timelines
- Outstanding attention to detail and a strong systems focus
- Willingness to commit to the living expression of **safe steps** values; non-violent, empowering, feminist, ethical and respectful, collaborative, authoritative and evidence-based
- A current Victorian Drivers Licence
- A current Working With Children Check
- Willingness to undergo a National Police Check

**Desired**

- An understanding of the structural and theoretical issues surrounding family violence
- Relevant Tertiary qualification in the Human Services field

**5. EQUAL OPPORTUNITY EXEMPTION**

**safe steps** is exempt from the provisions of the Equal Opportunity Act 2010 which would otherwise require the appointment to this position to be on a non-gender specific basis. Applications for this position will be considered from women only (Exemption H42/2017).

**6. IMPORTANT INFORMATION**

- All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of **safe steps** in its absolute discretion, the offer of employment may be retracted or terminated.
- If you are offered employment with **safe steps** and are not currently an existing employee you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

**7. STAFF ACKNOWLEDGMENT**

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	