

POSITION:	Learning and Development Officer
REPORTING TO:	Chief People and Culture Officer
DIRECTS REPORTS:	Nil
KEY RELATIONSHIPS:	Executive Team, Client Services Managers, Program Leaders, Direct Service Staff
POSITION STATUS:	Part time (30.4 hours per week), Maximum Term to 30 June 2023

ORGANISATIONAL ENVIRONMENT

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 24 hour 7 days a week telephone helpline for women experiencing domestic violence.

We are a state-wide incorporated association funded primarily by the Department of Health and 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 voluntary Board. The Board elects its own chair and meets regularly to set the strategic direction for the organisation and its work. The organisation is managed by a Chief Executive Officer.

The Learning and Development Officer (L&DO) is located at the **safe steps** offices however will work across all sites when required.

The L&DO is expected to uphold organisation's policies and procedures as well as the Department of Health and 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.

PRIMARY OBJECTIVES

Within the parameters of our constitution, service philosophy and the policy framework and under the direction and supervision of the Chief People and Culture Officer (CPCO), the L&DO will:

- Develop, maintain and coordinate internal training frameworks, including training manuals, programs and a calendar that equip **safe steps** staff with up to date knowledge of family violence
- Monitor all internal 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 CPCO
- Coordinate all internal 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 as identified
- Represent **safe steps** at relevant networks, conferences and forums

KEY RESPONSIBILITIES

The L&DO is expected to develop a project plan for the position with clearly identified deliverables and timeframes in consultation with the CPCO (or a delegate) and meet the objectives of the project plan.

Training Delivery

- Delivery of training in a variety of ways, including online modules, videos, webinars, facilitated and practical workshops etc. for in-house topics and on using business critical systems
- In collaboration with the CPCO, contribute to the design of responsive training resources to meet safe steps needs
- Coordinate and complete training needs analysis across the organisation
- Facilitate workshops to support continuous improvement and technical knowledge
- Coordinate training evaluation reports are produced and reported in order to inform continuous improvement of learning and development materials and delivery methods
- Develop and review induction and training programs for safe steps staff
- Liaise with managers to deliver capacity building programs
- 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 continued improvement policies, procedures and processes

Coordination of Training Events

- Schedule and promote upcoming courses, organise training resources, training bookings, accommodation, travel etc.
- Respond to requests for specialist courses with follow up approvals, enrolments and coordination of external specialist training providers to deliver training, ensuring training is well attended

- Respond to all training enquiries
- Maintain a training register for whole of organisation
- Develop a training program that it is responsive to policy legislation changes, accreditation standards and stakeholder needs
- Identify and maintain an internal clinical practice training calendar including engaging external trainers to provide training at practice meetings in consultation with the CPCO (or a delegate)
- Monitor all internal (included those provided to safe steps by external organisations), programs and trainers to ensure that all training is delivered consistently and is in line with the organisation's vision and strategic intent

Training Data

- Maintains accurate and up to date training data and reports, attendance records using the LMS.
- Produce regular monthly report on training activity to the CPCO

Instructional Design and Resource Development

- Research material for the development of internal safe steps training
- Develop materials in line with safe steps policies, procedures, legislation and funded agency requirements
- Review existing materials for online and offline courses
- Develop online training modules and implement using LMS
- Develop training resource packs including facilitator guides, participant workbooks and where required, assessment and evaluation plans and program handbooks

Stakeholder Engagement

- Develop and maintain positive relationships with internal and external stakeholders as required.
- Participate as an active member of the team and work collaboratively with others to achieve outcomes.
- Respond to enquiries in an efficient, timely manner and professional manner.
- Represent **safe steps** at partner network meetings and maintain a network portfolio as required
- Professionally and constructively liaise with external stakeholders in providing guidance in relation to education sessions specific to their industry, educational or political environments

Compliance and Risk Management

- Ensure that training manuals, programs and work practices are consistent with current legislation such as Health, Safety and Wellbeing, Privacy and Equal Opportunity etc
- Advise the CPCO and CEO of any organisational risk due to inadequate individual or group staff development issues
- Work with the CPCO, to meet all audit, accreditation and contract requirements
- Function and operate within budgetary allocations

Other tasks

- Abide by all organisational policies and procedures, including all workplace health and safety measures
- 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
- Liaise with the internal stakeholders to ensure training meets the recommendations from the Family Violence Royal Commission
- Contribute to internal communication systems processes
- Participate in service evaluations as required
- Actively encourage work practices that have a positive impact on the outcomes for clients and promote a cohesive and collaborative work environment
- Regularly attend and positively engage in professional supervision as required
- Regularly attend and positively contribute to team meetings and 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 People and Culture (or a delegate)

KEY SELECTION CRITERIA

Essential

- Relevant tertiary qualifications (e.g Education, Human Services)
- Certificate IV in Training and Assessment, or equivalent
- Knowledge of the family violence sector and/or family violence practice
- An understanding of the structural and theoretical issues surrounding family violence
- Demonstrated experience using eLearning author ware such as Adobe Captivate, Articulate Storyline and Learning Management System such as Moodle or Litmus
- Well-developed computer skills including Microsoft office suite, share point and Office 365, and other web-based applications
- A demonstrated understanding of adult learning principles and teaching styles/strategies to achieve desired outcomes
- Ability to teach and interact with subject matter experts and managers to develop training content for online and offline training
- Demonstrated experience in researching, designing and delivering contemporary training programs that are engaging but challenging to the participant to achieve the desired outcomes;
- Well-developed training administration, communication, negotiation and interpersonal skills to maintain professionalism
- Effective time management and organisational skills with a demonstrated ability to meet deadlines and commitments;
- Demonstrated ability to work autonomously and as a part of a team;
- Willingness to commit to the living expression of **safe steps** values; non-violent, empowering, feminist, ethical and respectful, collaborative, authoritative and evidence-based

EQUAL OPPORTUNITY EXEMPTION

safe steps are 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).

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	