

POSITION DESCRIPTION

Workplace Learning Coordinator

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

As a member of the Specialist Service team, you will play a key role in the success of employees delivering LAC Services. You will develop, facilitate and influence the delivery of program wide initiatives that will support the learning and capability of all LAC staff to perform their roles to a high standard and meet Uniting and NDIA requirements. You will promote a culture of operational excellence and drive quality outcomes consistently across the program.

Your role as Workplace Learning Coordinator is to prepare, facilitate, monitor, evaluate and document training activities to ensure that all staff have the confidence, skills and knowledge to successfully deliver LAC Services. You will lead tasks and assist the Senior Workplace Learning Coordinator in delivering outcomes and meeting the requirements contained in the NDIA contractual agreement along with the Uniting and LAC Services strategic and operational plans.

ROLE KEY ACCOUNTABILITIES

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Workplace Learning Coordinator, your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights based approaches in the disability sector.
- Demonstrate a deep knowledge and application of the Uniting vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Deliver services in line with Uniting culture that promotes a person centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a thorough understanding of the NDIS participant pathway and ILC Policy Framework
- Support the Senior Workplace Learning Coordinator and Specialist Services Manager to implement the Uniting and LAC Services strategic and operational plans
- Deliver training across the LAC program in accordance with NDIA and Uniting guidelines through a variety of platforms (e.g. face to face, online and 1:1 training as directed by the Service Area Manager)
- Assist to develop agreed additional resources based on identified gap analyses
- Manage confidential and sensitive information
- Undertake other duties as requested by the Senior Workplace Learning Coordinator or Specialist Services Manager consistent with the general nature and responsibilities of the position.

Collaboration/Teamwork

- Be an active member of Uniting and the Specialist Services Team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Collaborate with your team and Senior Workplace Learning Coordinator through a variety of mediums to continuously improve knowledge and capability of LAC staff
- Demonstrate the ability to work well within a team that adapts quickly due to a changing environment

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures, as well as relevant government legislation and standards.
- Support the Senior Workplace Learning Coordinator and Specialist Service Manager in ensuring the National Disability Standards, Uniting Disability Practice Framework, Child Wellbeing Framework and LAC Quality Management Framework are embedded into the practices undertaken by LAC staff
- Address complaints and incidents promptly or escalate for resolution. Ensure all complaints, incidents and feedback accurately recorded in the appropriate Uniting and NDIS IT Business system
- Assist with monitoring and reporting against the NDIA contractual agreement
- Ensure training records are retained as per the LAC Quality Management System
- Gather and report on evidence from feedback surveys to identify trends that inform new and existing training strategies
- Support the Specialist Services team with internal audits
- Ensure adherence to reporting, documentation and business administration requirements

Stakeholder Relationships

- With the Senior Workplace Learning Coordinator, identify and develop strategic, collegial and productive relationships across all LAC teams and with other Uniting business units to ensure best outcomes for customers, Uniting and LAC staff
- Work in a collaborative manner with internal and external stakeholders to develop and implement training modules
- Maintain a professional relationship with the NDIA to successfully and innovatively deliver performance indicators as agreed upon NDIA and Uniting
- Professionally represent Uniting when liaising with all stakeholders
- Provide advice and information to stakeholders on emerging risks and issues and to support project development and delivery in line with plans, budgets, time frames, policy objectives and other projects and priorities

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision making tools
- Actively research, create and share innovative solutions with your team
- Incorporate lessons learnt, feedback and review into the continuous improvement of work practices

Communication

- Use effective communication, negotiation, relationship building and interpersonal skills to carry out service delivery activities within LAC Services
- Use a range of communication and influencing techniques to effectively handle complex, sensitive matters involving a range of people including staff, customers and community stakeholders including the handling of complaints
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Enter data and record information accurately on the NDIA IT Business System and Uniting systems
- Be confident and comfortable in facilitating to diverse audiences
- Use social media platform to promote the initiatives of the LAC Services and good news stories

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Senior Workplace Learning Coordinator

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

TAE40110 Certificate IV in Training and Assessment, or equivalent and relevant to the field of work

Experience:

A minimum of 12 months' work experience in the community services sector and/or lived experience of disability.

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required. You will demonstrate self-leadership and utilise your excellent time management skills to meet deadlines.

Even Better:

- Qualifications in the community services sector e.g. disability, allied health, social work and community development
- Experience in delivering training to staff through various mediums including face to face, online and 1:1 training
- Experience in adhering to 70:20:10 principles of learning
- Experience working with SharePoint sites

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	