

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Workplace Trainer
Executive Function:	Community Services
Award/Agreement:	Service Delivery Enterprise Agreement
Classification:	Community Services Employee
Level:	Level 4
Program:	NDIS Partners in the Community
Reports to:	Program Manager or Service Area Manager
Position Purpose:	<p>The National Disability Insurance Agency (NDIA) was established by the Australian Government to launch the National Disability Insurance Scheme (NDIS). The Agency is working with the Commonwealth, State and Territory governments to ensure improved support for people, their families and carers, and to deliver the NDIS.</p> <p>The Workplace Trainer will support and provide ongoing training to Local Area Coordination Staff, in line with the requirements of the Agency. The Workplace Trainer will also liaise with the Agency, under the directions of the Program Manager or Service Area Manager on the content for the learning and compliance needs, and changes to guidelines and processes.</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Staff Training and Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Regularly collaborate with NDIA to ascertain compliance needs for LAC and service staff. • Conduct training needs analysis and refine the training plan on a regular basis. • Deliver training across LAC regions to ensure compliance to NDIA requirements, and to maintain knowledge base of LAC program workers. • Manage external training providers as required. • Work collaboratively with Workplace Trainers from other regions to ensure consistency of practice, including training and development. • Deliver LAC program specific induction to program staff as required. • Attend train the trainer training with the NDIA as required. • Complete monthly NDIA quality audits. • Attend and actively participate in the monthly MA Workplace Trainer PRG. 	<ul style="list-style-type: none"> • Compliance needs are documented and maintained at all times. • Staff comply with internal and external regulations/requirements as per LAC Contract. • Updates to the program guidelines or systems as announced by the NDIA are delivered to LAC program staff and management in a timely manner. • Staff are provided with up to date training and are equipped to deliver Local Area Coordination. • Training sessions are accessible to all program workers, relevant, organised and professional. • All staff undergo Mission Australia and specific LAC inductions prior to commencing in position. • Training is consistent across LAC regions. • NDIA monthly audits submitted within required timeframes. • Active participation in monthly MA Workplace trainer PRG.
Key Result Area 2	Training Effectiveness
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Align training with the National Disability Standards and maintain evidentiary records. • Maintain strong understanding of NDIA tools and systems in order to train and troubleshoot for LAC and program staff. • Undertake regular participant planning meetings/tasks to ensure up-to-date knowledge of NDIA systems and processes. • Source and develop (if required) approved targeted tools and resources to support the learning and development of LAC employees where required. • Foster an environment that supports learning and encourages requests for information or clarification. 	<ul style="list-style-type: none"> • Training can be demonstrated to be linked to the National Disability Standards. • All training focuses on the needs and relevant issues faced by people with disabilities. • Training is consistently evaluated as being relevant and appropriate, and training which is not is quickly assessed and updated. • Training is delivered using appropriate tools, such as the NDIS portal. • A range of participant planning pathway tasks completed. • LAC program staff raise questions and highlight gaps in their knowledge. • Incumbent is involved in local and wider networking and research and is aware of upcoming changes and current best practice.

<ul style="list-style-type: none"> • Ongoing evaluation of training effectiveness and adjustment of delivery or content accordingly. • Maintain a strong understanding of the disability sector and the issues affecting LAC employees, managers and services through participating in appropriate networks and undertaking research. 	<ul style="list-style-type: none"> • All delivered training is delivered in compliance with NDIA training requirements.
Key Result Area 3	Administration and Records
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Maintain register of workplace training and induction for all staff. • Maintain register of skills and qualifications for all staff. • Take responsibility for all aspects of staging training, include scheduling, liaising with facilitators, participants and other relevant parties, arranging venues, equipment, catering and other requirements and coordinating cancellations, postponements and the payment of invoices with the associated approvals from Service Area Managers. • Any other administration and general office duties as required to ensure efficient delivery and facilitation of training of staff and other Local Area Co-ordination activities to ensure the office and program runs efficiently and business needs are met. 	<ul style="list-style-type: none"> • Records and documentation such as training needs analysis and register of skills and qualifications are kept up to date for all relevant staff. • All training records and documentation is compliant with NDIA and MA requirements. • Training and information sessions are well planned, effectively communicated and run smoothly.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia's [purpose and values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities

- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Relevant tertiary qualifications (highly regarded).
- Certificate IV in Training and Assessment.
- At least 3 years' experience delivering workplace training, with experience delivering NDIS training being highly regarded.
- Ability to conduct training needs analysis and develop, implement and review training plans.
- Ability to establish mechanisms for feedback and comments on all training packages.
- Demonstrated ability to build and maintain relationships with internal and external stakeholders including the ability to influence others to achieve outcomes.
- Strong organisational skills and the ability to manage time effectively.
- A sound level of computer literacy including proficiency in Microsoft Office packages.
- A positive team player who looks for ways to improve current work practices and processes.
- Lived experience of disability encouraged
- Experience working in, or alongside community services sector or equivalent is desirable.

Key challenges of the role

- Being able to adjust delivery methods or vehicle to maximise impact
- Dealing with ambiguity and complexity, and the ability to work independently and in changing circumstances.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Driver's Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	NDIS On-Boarding requirements

Approval LAC National Management team

5 March 2021

Manager name

Approval date