

**Learning and Engagement Coordinator**

**Position Purpose**

Scope is one of the successful service providers in the Victorian Government tender process, who transferred government operated disability accommodation (also known as Supported Independent Living) and respite services (Short Term Accommodation and Assistance) to the non-government sector. This provides Scope with the opportunity to transform the way we help Victorians with disability to ensure they get the support and services they need, consistent with our mission and values.

Working closely with the Learning and Engagement Lead, the Learning and Engagement Coordinator will have responsibility for coordination and administration support in the development, delivery and evaluation of effective learning and engagement programs and initiatives that enhance employee and organisational effectiveness, as well as ensuring the development and maintenance of robust systems and process and assist in meeting the organisation’s strategic and business objectives.

<b>Division:</b>	Scope/Home@Scope	<b>Reports to:</b>	Learning and Engagement Lead
		<b>Direct reports:</b>	None
<b>Internal Relationships:</b>	Managers, Coordinators and Team Leaders; People & Culture; SMEs/training facilitators; Payroll; Staff at all levels	<b>External Relationships:</b>	DHHS Training providers Prescribed Committees
<b>Delegation of Authority:</b>	N/A	<b>Category:</b>	Specialist
<b>Employment Contract:</b>	Permanent	<b>Award:</b>	Non-Award

<b>Scope’s Mission</b>	Scope’s mission is to enable each person we support to live as an empowered and equal citizen.
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<b>Scope’s Vision</b>	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> <li>• Support and listen to each person and their family.</li> <li>• Provide leadership to influence strategy and policy.</li> <li>• Deliver person driven, flexible &amp; responsive services to build a sustainable future.</li> <li>• Build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li> <li>• Deliver better outcomes</li> </ul>
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<p><b>Scope Approach</b></p>	   				
	<p><b>see the person do it together</b>     <b>do it right</b>     <b>do it better</b></p>				
	<p>.....</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 25%; border: none;"> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </td> <td style="width: 25%; border: none;"> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </td> <td style="width: 25%; border: none;"> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </td> <td style="width: 25%; border: none;"> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </td> </tr> </table>	<p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p>	<p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p>	<p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p>	<p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p>
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Key Function	Key Accountabilities, Responsibilities & Deliverables
<p><u>Service Provision – within the defined area of responsibility</u></p>	<p><b>Employee Learning &amp; Engagement</b></p> <ul style="list-style-type: none"> <li>• Provide proactive, strategic input in the development and implementation of Learning and Engagement initiatives, policies and procedures</li> <li>• Contribute to the identification and analysis of employee learning and engagement needs across the organisation as required</li> <li>• Contribute to the development of a yearly training calendar that meets identified staff training needs and longer-term strategic learning and engagement plans, including any coordination and administrative support as required</li> <li>• Develop and facilitate relevant in-house training sessions/programs</li> <li>• Liaise with line management and People &amp; Culture Business Partners to address specific L&amp;E needs/issues.</li> <li>• Design, develop and implement learning and development programs and initiatives in line with organisational strategies and objectives</li> <li>• Source, book and organise external training providers and resources as required</li> <li>• Ensure all Learning and Engagement activities and materials meet with relevant organisational and statutory policies, including health and safety, employment and equality laws.</li> <li>• Contribute to the development, coordination and required administration of Onboarding related objectives for all new employees, ensuring learning content and processes are maintained, reviewed and updated regularly</li> <li>• Administer the online Learning Management System (LMS) and relevant portions of the Human Resources Information System (HRIS), ensuring the registration into training for all employees and compliance requirements are met, and the systematic capture of all training records</li> <li>• Contribute to the monitoring and reporting of Learning and Engagement activities, costs, performance, etc, as required.</li> <li>• Ensure that all information contained on the Learning and Engagement intranet is regularly maintained, accurate and up to date</li> <li>• Ensure appropriate room layout and equipment for participants attending workshops and events, liaise with trainers, book training rooms and catering where required, prepare Virtual Classroom log in information, prepare attendance log, print and distribute course materials and ensure required equipment is available and in working order for the efficient running of all relevant events</li> <li>• Process training related invoices according to organisational policies and processes, ensuring costs are allocated to correct GL</li> <li>• Continually develop both personally and professionally to meet the changing needs of the position, career and organisation.</li> </ul> <p><b>Workforce Review &amp; Process Improvements</b></p> <ul style="list-style-type: none"> <li>• Supporting the Learning and Engagement Lead and broader P&amp;C team in the implementation of change during the mobilisation and establishment phases</li> <li>• Formative input to L&amp;E processes, initiatives, project plan and workforce plan</li> <li>• Review and implement changes to process/es to ensure continuous improvement</li> <li>• Implement Surveys and resulting action plans as required.</li> </ul> <p><b>Policies &amp; Procedures</b></p> <ul style="list-style-type: none"> <li>• Ensure awareness and compliance of Scope and DHHS policies and procedures</li> <li>• Assist in the timely roll-out and education of new &amp; updated policies/procedures</li> <li>• Work closely with the P &amp; C team on the implementation of OHS training initiatives (with a focus on prevention), IR/ER related training etc.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Other duties and project work as required</li> </ul>

## POSITION DESCRIPTION



	<p><b>To achieve our desired outcome, you will:</b></p> <ul style="list-style-type: none"> <li>• Comply with the Occupational Health and Safety Act, related Regulations and defined OH&amp;S policies, procedures, safety rules and Safe Working Procedures</li> <li>• Actively monitor the workplace to determine presence of hazards and take appropriate action to rectify any hazards found.</li> </ul>
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Selection Criteria – Learning and Engagement Coordinator	
<b>Qualifications &amp; Experience</b>	<p>Essential -</p> <ul style="list-style-type: none"> <li>• At least two years' experience in a related role within a service delivery workforce</li> <li>• Cert IV in Workplace Training &amp; Assessment</li> <li>• Relevant experience in supporting change management in a similar large-scale project environment</li> <li>• Experience in designing and delivering learning and development initiatives using a range of methodologies and in line with a 70, 20, 10 approach</li> <li>• Relevant experience supporting the development of needs analysis</li> <li>• Strong administrative and planning skills</li> <li>• Experience in managing training and development suppliers</li> </ul> <p>Desirable –</p> <ul style="list-style-type: none"> <li>• Previous experience in the not-for-profit disability services sector</li> <li>• Experience working in a matrix reporting environment</li> <li>• Experience working in a highly unionised working environment</li> </ul>
<b>Technical Competencies</b>	<p>Demonstrated effective -</p> <ul style="list-style-type: none"> <li>• practical knowledge of contemporary and progressive Learning and Organisational Development practices</li> <li>• verbal &amp; written communication skills</li> <li>• analytical and decision-making skills</li> <li>• problem solving skills</li> <li>• organisational and project management skills</li> <li>• Experienced user of Microsoft Office and other relevant systems/technologies</li> </ul>
<b>Behavioural Competencies</b>	<p>Demonstrated effective -</p> <ul style="list-style-type: none"> <li>• ability to build and maintain effective relationships with a variety of stakeholders</li> <li>• personable nature and personal impact to build strong and positive 'first impressions'</li> <li>• Customer service orientation</li> <li>• ability to 'think on your feet' to progress difficult/challenging discussions and inspire confidence</li> <li>• maturity to deal with ambiguity and sensitive/personal information and issues</li> <li>• ability to work without direct supervision</li> </ul>
<b>Licenses &amp; Accreditations</b>	<ul style="list-style-type: none"> <li>• NDIS Clearance within the five years</li> <li>• Current 'Working with Children' check</li> <li>• Motor Vehicle Drivers Licence (valid in Victoria)</li> <li>• Must satisfy all visa requirements for working in Australia</li> </ul>

**Authorisation:**

This Position Description has been reviewed and approved by the People and Culture Manager – Home@Scope and is effective from May 2022