

POSITION DESCRIPTION

Operational Trainer

The Operational Trainer is responsible for delivering effective adult learning training programs in key practice capability areas of Disability Support Work to the frontline operational workforce. A key focus is training and assessing competency of new and existing staff in safe manual handling & work practices. As a member of the wider Learning & Engagement Team, the Operational Trainer also provides a range of learning interventions and support to front line leaders, staffing teams and individuals in the frontline workforce, supporting the team approach and wide-ranging initiatives of the Learning & Engagement Team as part of the People & Culture Team

Division:	People & Culture	Reports to: Direct Reports:	Learning & Engagement Lead, Scope
Internal Relationships	Learning & Engagement Team, HSW team, People & Culture, Operational Leadership, Shared Services, Property, Assets and Quality and Customer Safeguarding Teams	External Relationships	Louise O'Shea (Manual Handling) WorkSAFE Victoria NDIS
Delegation of Authority	N/A	Category	Specialist
Employment Contract	Casual/Sessional	Award	Above Award

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.		
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>		
Scope Approach	<div> <p>SEE THE PERSON:</p> <p>We listen to understand We see the potential We recognise how you do things and what you want to achieve We take personal responsibility We build excellent relationships with our customers and customers We understand the balance between risks and rights</p> <p>DO IT TOGETHER:</p> <p>We lead in line with Scope's approach We work together to achieve shared goals We build ethical and sustainable partnerships We support each other We communicate early and honestly We share responsibility for safety</p> </div> <div> <p>DO IT RIGHT:</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> </div> <div> <p>DO IT BETTER:</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> </div>		

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Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	<p>Learning Culture & Practice</p> <ul style="list-style-type: none"> • Role model and continuously embed a culture of adult learning, encouraging self-directed learning • Design & deliver learning that is targeted and tailored to achieving identified learning outcomes based on Adult Learning Principles • Promote and role model best practice service provision for new and existing employees in key capability areas of Direct Support Work <p>Manual Handling</p> <ul style="list-style-type: none"> • Deliver training and assess for competency in key manual handling activities of disability support work, particularly people moving tasks • Support the development and delivery of activities for the prevention of manual handling injuries as a priority area, including O'Shea manual handling training program implementation <p>Onboarding</p> <ul style="list-style-type: none"> • Support the delivery of the Onboarding Program in a range of key practice areas of a Disability Support Worker (e.g Person Centred Practice, Positive Behaviour Support) <p>Safety Culture</p> <ul style="list-style-type: none"> • Support Front Line Leaders and employees to ensure they understand their OHS responsibilities and obligations and adopt a proactive approach to the implementation of HSW Plans • Support the onboarding experience of new Disability Support Workers including face to face and virtual training delivery • Provide effective and consistent communication across the business <p>Occupational Violence Prevention</p> <ul style="list-style-type: none"> • Support the delivery of preventative strategies for occupational violence as a priority area as per the Occupational Violence Prevention Policy and Guidelines <p>Health and Wellbeing program</p> <ul style="list-style-type: none"> • Assist in the delivery of proactive and sustainable Health & Wellbeing initiatives which promote personal responsibility <p>Optimise Internal Relationships</p> <ul style="list-style-type: none"> • Develop and maintain effective relationships with key stakeholders, with a focus on front line leaders • Be an active member of the People & Culture team, providing input and support to other P&C functions and team members.
Financial Outcome	Operate within budget and provide advice/services that underpin sustainable financial performance. Refer Authority Delegation Framework.

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Growth Delivery	Provide advice/services that support changes to service delivery and revenue growth and scalable organisational expansion, in a fast-paced changing environment.
Workplace Health & Safety	Ensure that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.

SELECTION CRITERIA Operational Trainer	
Qualifications & Experience	<p>Qualifications</p> <ul style="list-style-type: none"> • Certificate IV in Training and Assessment • Completion of O'shea Trainer training program (obtained or willingness to obtain) <p>Experience</p> <ul style="list-style-type: none"> • Experience designing and delivering highly engaging training programs based on adult learning principles • Experience or ability to use Learning Management Systems to administrate training information • Hands-on experience being a Best Practice Manual Handling Practitioner • Experience in key support areas of Disability Support Worker (eg. Administering Medication, Infection Prevention, or clinical service provision, supporting individuals with Behaviours of Concern (desirable) • Experience training or coaching a frontline workforce in Best Practice Manual Handling OHS and other training programs, ideally in a disability service environment (desirable) • Demonstrated success in the development of safety cultures that promote workplace health & safety while supporting the achievement of organisational goals • Some experience in use of OHS-relevant systems/technologies eg. Riskman (desirable)
Technical Competencies	<p>Demonstrated effective -</p> <ul style="list-style-type: none"> • Capability to design highly engaging learning & training programs based on learning outcomes and adult learning principles • Knowledge & Proponent of 70 -20 -10 Adult learning model and the Learner Journey • Planning and prioritisation skills • Process design and improvement skills • Problem solving and decision-making (judgment) skills • Excellent verbal and written communication skills • Knowledge of OHS and WorkCover legislation/regulations and evidence-based practices (desirable) • Knowledge of NDIS Capability Framework (Desrable) • Intermediate capabilities using Microsoft Office suite (Word, Outlook, Excel, PowerPoint)
Behavioural Competencies	<p>Demonstrated effective -</p> <ul style="list-style-type: none"> • personable manner and personal impact to build strong and positive 'first impressions' and inspire trust • self-motivated - ability to work without supervision • highly developed people & communication skills • negotiation and influencing skills • collaboration and team-working skills • maturity to deal with sensitive/personal information and issues • capability to work with individuals from Cultural and Linguistically Diverse (CALD) backgrounds

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	<ul style="list-style-type: none">• multi-tasking i.e. the ability to work productively and energetically to progress many matters simultaneously in a busy and demanding organisational setting and sector
Licenses & Accreditations	<ul style="list-style-type: none">• NDIS Worker Screener Clearance• Current 'Working with Children' check• Motor Vehicle Drivers Licence (valid in Victoria)• Must satisfy all immigration/visa requirements for working indefinitely in Australia
Additional Information	<ul style="list-style-type: none">• Role requires travel to metro and regional areas of Victoria to deliver training - must have reliable vehicle and willing to use for work purposes• while there is in a requirement for business related travel, it can be claimed on a per km basis and is paid as a reimbursement at the relevant tax office rate

Authorisation:

This Position Description has been reviewed and approved by the Group Manager, Health, Safety & Wellbeing

People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____