POSITION DESCRIPTION – TEAM MEMBER

Position Title	Induction and Virtual Learning Coach	Department	**People and Culture**
Location	Flexible	Direct/Indirect Reports	NIL
Reports to	Strategic Lead Talent and Culture	Date Revised	20/01/2022
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	**Job Evaluation No:**	HRC0032415

■ Position Summary

This purpose of this position is to ensure the effective on boarding & induction of Red Cross new starters; they are set up for success and understand what is expected of them and how they can contribute to the organisation in their role. It will also ensure our virtual learning capabilities and opportunities are maximized and accessible to the Red Cross workforce, managing and maintaining the Learning Management System and the development of required content and learning resources.

■ Position Responsibilities

Key Responsibilities – Onboarding

- Work in partnership with People and Culture Managers and Business Partners to ensure new staff are on boarded in a timely and effective manner
- Ensure onboarding and induction are people centred, meeting the need of both our people and our organization
- Development and maintenance of the On Boarding portal
- Identify opportunities for continuous improvement of our onboarding approach and processes
- Develop Induction program content and liaise with key stakeholders and presenters to ensure content is relevant, meets organisational compliance requirements and learning objectives
- Ensure Virtual Induction Learning program content is maintained, and Induction programs are conducted as scheduled requirements
- Ensure new staff are enrolled and complete induction program within their first three months of employment to enable them to have the skills and knowledge to perform in their roles.

Virtual Learning & Capability Growth

- Maintenance of Virtual Learning content on the Learning Gateway to ensure its currency, accuracy and reflects the capabilities, behaviours, culture, mindsets and compliance requirements for Red Cross to achieve strategic outcomes using tools such as Adobe Captivate.
- Identify opportunities for continuous improvement of our virtual learning approach and processes
- Work in collaboration with other Organisational Development team members to ensure our learning approach is people centred & enhance virtual learning content and opportunities
- Coach local teams and subject matter experts on the development of virtual learning content tools
- Liaise with key stakeholders to develop learning activities
- Project manage any required content development projects.
- Facilitate key virtual learning programs as required.
- Maximize the Learning Gateway opportunities for the development of collaborative and social learning approaches and capabilities
- Develop content in key areas such as Performance Review, to build organizational capability
- Provide support to the organisation in building capabilities to use virtual learning approaches and tools such as Adobe Captivate.

- Ensure learning records, data and reporting is maintained.

■ Position Selection Criteria

Technical Competencies

- Proven highly developed project and time management skills
- Excellent data management skills and experience using databases
- Proficiency in Adobe Captivate or similar software
- Proven stakeholder engagement skills
- Highly developed communication skills.
- Strong project management skills.
- Proven experience using Learning Management Systems.

Qualifications/Licenses

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements

- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements

- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.