

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</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:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Workplace Trainer
Division:	Service Delivery
Reports to:	Program Manager or Area Manager
Position Purpose:	<p>To support and provide ongoing training to Local Area Coordination Staff in line with the requirements of the Agency.</p> <p>To liaise with the Agency, under the directions of Program Manager/ 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 program staff Conduct training needs analysis and refine Training Plan on an ongoing basis to ensure currency and relevance of staff skills and to ensure NDIA compliance requirements are met and maintained Deliver training across LAC regions to ensure compliance to NDIA requirements, 	<ul style="list-style-type: none"> Complete understanding of compliance needs is 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 which allows for changes to be implemented in line with NDIA requirements and

<p>and to maintain knowledge base of LAC program workers.</p> <ul style="list-style-type: none"> • Manage external training providers as needed • Work collaboratively with Training Coordinators from other LAC regions to ensure consistency of practice, including training and development • Deliver LAC program specific induction to program staff as required • Maintain Train the Trainer structure for one LAC in each team • Attend train the trainer training with the NDIA as required 	<p>timelines</p> <ul style="list-style-type: none"> • 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 • Training is delivered using NDIS software and technology where appropriate • Delivered training is NDIA compliant
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 • Ensure all training and advice take into account issues relevant for the LAC Program and people with disability • Maintain strong understanding of NDIA tools and systems in order to train and troubleshoot for LAC and program staff • 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 • Ongoing evaluation of training effectiveness and adjustment of delivery or content accordingly • Continue own professional development to ensure learning practices are effective • Maintain a strong understanding of 	<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 • 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 • All delivered training is delivered in compliance with NDIA training requirements

disability and the issues affecting LAC employees, managers and services through participating in appropriate networks and undertaking research	
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 Program Managers/ 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 requirements • Training and information sessions are well planned, effectively communicated and run smoothly • Office functions well as a whole and teamwork is evident

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 (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

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

- Certificate IV in Training and Assessment
- At least 3 years' experience in delivery of Workplace Training
- Ability to conduct training needs analysis and develop, implement and review Training Plans
- Able to establish mechanisms for feedback and comments on all training packages
- Lived experience of disability encouraged
- Experience of working in, or alongside community services sector or equivalent is desirable

Key challenges of the role

- Prioritising in a busy environment
- Attempting to meet the needs of a variety of internal clients across a number of sites
- Relationship building with internal and external stakeholders
- Being able to adjust delivery methods or vehicle to maximise impact

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/> _____

Approval

Georgina Snowball

22/12/2017