**JOB DESCRIPTION**

Business Applications Trainer

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for planning, implementing, and delivering business applications training strategies across Home and Community Care (HCC) in alignment with Uniting’s learning model. The key focus is to blend clinical, service operations, and training functions to enable the end-users to efficiently complete system tasks to support business processes.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Home and Community Care team through the following:

* Advocate for client choice, informed decision making and flexibility – ensure that the voice of the client is heard in order to support independence, social engagement and quality of life.
* Maintain a high standard of conduct and work performance based on Uniting’s values and policies.
* Ensure integration and collaboration across Home and Community Care, and Uniting more broadly, to deliver seamless and impactful end to end services with the client at the centre.
* Actively engage and participate in the performance management framework and review processes at Uniting.
* Participate in continuous improvement activities to ensure that we are delivering quality and safe services.
* Ensure adherence to Uniting’s values, policies and procedures as well as relevant legislative requirements at all times.
* Utilise Uniting technology, systems and all other practice tools as required.
* Ensure the safety and wellbeing of yourself, clients and others at all times and undertake work in a safe manner in accordance with Uniting policies, procedures and directives.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
* Seek opportunities for personal development and continuing education to ensure that you are able to maintain your skills and knowledge relevant to your role and in line with the changing needs of the Aged Care industry.
* Understand and apply changes to the Aged Care industry in an environment of rapid growth and diversity.

As the **Business Applications Trainer**, your role specifically will:

* Work closely with quality governance, practice excellence and local HACC Area teams to determine and develop training needs analysis framework in line with Uniting’s learning framework/policies and the current legislative standards and requirements.
* Plan and deliver training in line with Uniting’s learning framework/policies and the current legislative standards and requirements.
* Develop and deliver an onboarding business application training program targeted at new employees
* Develop and maintain training material based on Uniting’s business applications and learning framework/policies, Capability Framework (including the learning principles), and the current legislative standards and requirements.
* Create and regularly update a skills matrix, identifying any competency gap issue
* Act as the subject matter expert to management and support projects related to the rollout of business applications training
* Support and promote systems standardisation, utilisation, and best practices in information technology.
* Assess training effectiveness and identify improvement opportunities and implement changes to relevant training programs.
* Provide go-live and pre/post-implementation support for new training modules,
* May be required to develop online applications forms as required
* Work collaboratively with services and end-users to identify, document, communicate and enhance standard business processes and systems use, and implement solutions and improvements to meet end-user needs.
* Report on systems applications training-related data to service level and leadership to promote transparency
* Participate in Home & Community Care systems change processes, including supporting new implementations to embed efficient and effective systems operations
* Support continuous improvement practices by assisting in the review and evaluation of data related to systems applications and practice to identify gaps and opportunities for education

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:** Ageing – Home and Community Care

**You’ll report to: Quality Improvement Lead**

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

* Bachelor’s Degree in Healthcare, Informatics, Information Sciences/ Systems
* Certificate IV in Training & Assessment or equivalent experience
* Hold a current, unrestricted Australian Driver’s Licence

**Experience:**

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Minimum 2-4 years of experience working in healthcare environment, designing and delivering business applications training
* Demonstrated experience in stakeholder engagement and facilitation
* Demonstrated experience developing and delivering training that is engaging and appropriate for learners of different ability levels
* Experience in supporting the implementation of projects in a complex environment
* Knowledge of best practice learning, and development methodology polices and processes
* Highly proficient in Microsoft Office Applications and developing applications forms

**Even better:**

* Experience using AlayaCare, Carelink+, CRM software, Optima, Incident & Complaint Management software, Mobile applications
* Experience in the Aged or Home Care setting highly desirable
* Understanding of Human Centered Design concepts

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| **Employee Name:** |  | **Manager’s Name:****Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |