



Good Shepherd

Australia New Zealand

Position description

Title	Learning and Development Officer (6 months)
Reports to	Victorian Microfinance Manager
Classification & Salary	SCHCADS Level 5 \$80,640.56 plus super and salary packaging
Employment Status	Full time
Primary Location	Latrobe St, Melbourne Victoria (due to COVID restrictions this role will initially work remotely from home)
Date	July 2020
Good Shepherd Australia New Zealand (GSANZ)	
<p>Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.</p> <p>We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.</p>	
Role Purpose	
<p>Good Shepherd works with a diverse range of community organisations across Victoria to increase the reach and impact of the No-Interest-Loan-Scheme (NILS) program. The NILS program provides individuals and families on low incomes with access to safe, fair and affordable credit, up to \$1,500 for essential goods and services such as fridges, washing machines, car repairs and medical procedures. In Victoria, we partner with 45 community organisations (who work directly with NILS clients) in over 90 sites. Prior to the COVID-19 outbreak, the mode of delivery of NILS was more than 80% face-to-face service. This has amended our mode of delivery to the NILS network to a more web based and online engagement and communication.</p> <p>COVID-19 has affected our services profoundly and we have lost some momentum in reaching out to clients in various sectors and regions in Victoria. The changing landscape in these times of great uncertainty presents some challenging times for our NILS network of providers. It is vital that we continue to develop and improve the skills of the network to keep abreast of the changes so they can meet the needs of our end clients during and post the pandemic. We have received funding from the Victorian government for a number of positions to focus on this work.</p> <p>Reporting to the Victorian Microfinance Manager, this new role will strengthen and oversee the Learning and Development of our NILS providers in Victoria. The Learning and Development Officer will assess our current training program, its delivery and resources and then develop, design and deliver a training plan, curriculum and targeted resources to prepare the NILS network to counter the impacts of the pandemic.</p>	

Key Responsibilities

- Conduct a Training Needs Analysis of the NILS Victoria network to assess areas of need and resourcing for the short, medium and long term.
- Working in conjunction with the teams across the Community Microfinance Team, interacting with subject matter experts, develop a Victoria NILS Learning and Development plan to develop the skills of the network in the short, medium and long term; address the resourcing needs and the creation of a NILS training curriculum that can be accessed both face-to-face and remotely.
- Design and produce learning materials for this NILS training curriculum.
- Provide training and support to other NILS staff in Good Shepherd who deliver training.

Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements
<ul style="list-style-type: none"> • Formal qualifications in education, training design and delivery, community development or microfinance, or equivalent demonstrated experience • Certificate IV in Training and Assessment is essential
Key Selection Criteria
<ol style="list-style-type: none"> 1. Communication, critical thinking and decision-making skills. 2. Excellent interpersonal and written and verbal communication skills. 3. Experience in conducting training needs analyses. 4. Experience in managing the end-to-end development, production and delivery of learning materials for face-to-face, blended and online learning 5. Proven experience in working effectively with individuals and community groups across a range of backgrounds 6. Demonstrated knowledge and understanding of the challenges facing low-income Australians and commitment to promoting financial inclusion. 7. Experience of training in financial wellbeing with vulnerable population groups (desirable). 8. Ability to work remotely with minimal supervision during COVID restrictions
<p>Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.</p> <ul style="list-style-type: none"> • Value of each person • Reconciliation • Justice • Zeal • Audacity
Additional information
<p>Employment is subject to:</p> <ul style="list-style-type: none"> • Relevant Qualifications/Registration Name • A current Police Record Check • A current Working with Children Check (WWCC) or state equivalent • Proof of the right to work in Australia <p>The above requirements will need to be supplied and verified prior to commencement</p> <p>Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.</p> <p>Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.</p> <p>Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.</p>

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.