

## Position Description

<b>Position title:</b>	Home Care Packages (HCP) Workplace Trainer
<b>Salary:</b>	\$42.9423 per hour
<b>Classification:</b>	SACS Level 5, Pay Point 1
<b>Award:</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
<b>Hours:</b>	38 hours per fortnight
<b>Position tenure:</b>	Permanent part time
<b>Employee benefits:</b>	<ul style="list-style-type: none"> <li>• Access to discounted private health insurance</li> <li>• Salary Packaging (including novated leasing)</li> <li>• Health and Wellness Guidance and Activities</li> <li>• Training and Development</li> </ul>
<b>Location:</b>	Gippsland site (exact location is negotiable)
<b>Reports to:</b>	State Manager Home Care Services
<b>Program:</b>	Home Care Services

### Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

You will receive regular feedback and learnings to enhance your ability to be successful. You'll also feel safer knowing you're being guided by someone who understands your situation, wants you to succeed, and is able to help you achieve your goal.

We'll provide you with comprehensive training before starting in the role, and the ongoing culture of team support will ensure you're better able to apply the theory in practice.

You can learn more about Latrobe Community Health Service at [www.lchs.com.au/careers](http://www.lchs.com.au/careers)

### ***Scope of role***

Reporting to the State Manager Home Care Services, the HCP Workplace Trainer delivers training and assessment for Service Coordinators, Care Advisers and other staff of the Home Care Packages (HCP) program.

Home Care Packages Service Coordinators and Care Advisers play a central role helping older people live safely at home, in their community, independently for as long as they want to and are safe to do so. In doing so, they are required to implement our HCP service in accordance with the Aged Care Act, the Aged Care Quality Standards and Operational Guidelines; as well as the LCHS procedures and work instructions that support our consistent care pathway.

We have described the pathway in our HCP Service Delivery Model and it contains links to key guidance documents to ensure Care Advisers in particular, understand the steps and expectations involved in the LCHS approach. In addition, we have developed our Consumer Management Process, which instructs LCHS HCP staff in contemporary consumer engagement strategies to help them maximise the use of their package and, keep choosing LCHS as their provider of choice.

The HCP Workplace Trainer shall develop and deliver induction, routine and refresher training for HCP team members, conduct live coaching sessions for both Service Coordinators and Care Advisers and, in consultation with the LCHS Training and Development Officer and LCHS NDIS Workplace Trainers, source specialist training as required to ensure staff have access to current, evidence based professional development.

### ***Key objectives, duties and responsibilities***

To contribute and maintain the delivery of high quality customer service to staff and HCP consumers. To ensure compliance with internal policies and strategic objectives of LCHS and the Home Care Packages program.

#### **Training & Assessment delivery**

- Prepare for and deliver training and assessment services in accordance with procedures to ensure staff meet all requirements.
- Develop flexible teaching and learning strategies to engage staff in all HCP roles, including role plays and live coaching on a rotational basis, for all Service Coordinators and Care Advisers.
- Understand the workplace systems and procedures, service delivery model, and key stakeholders to ensure training is customised or contextualised to the workplace.
- Understand and conform to the workplace policies and practices for workplace health and safety.
- Provide guidance to team leaders and the manager to support staff to gain competencies.
- Work with the People, Learning and Culture team (PLC) based in Latrobe Valley to implement LCHS training solutions in-line with LCHS policy including; sourcing and liaising with external training providers.

#### **Training program administration and paperwork**

- Maintain all assessment and training paperwork to LCHS People, Learning and Culture (PLC) requirements.
- Return all paperwork to PLC in a timely manner.

- Liaise closely with State Manager and Team Leaders to ensure resources for training are current version.
- Complete all activity reporting requirements.

#### **Quality Assurance of Training and Assessing**

- Regularly monitor and evaluate the delivery of training to ensure excellent support and service to LCHS, and staff to maximise successful outcomes, including through the use of live coaching and assessment and consideration of client feedback and complaints.
- Maintain personal currency of knowledge in relevant training packages and vocational industry.

#### **Teamwork**

- Work in the best interest and for the betterment of the HCP program.
- Work as part of the LCHS Home Care Services management unit.
- Provide timely and accurate data and reports when required.
- Other duties as directed.

#### **As directed by the Manager:**

- Undertake specified projects to assist improve service delivery operations.
- Other projects as required.

#### **Professional and Personal Attributes**

- Knowledge of and experience in the aged care services system.
- Knowledge and understanding of the Aged Care Quality Standards.
- Experience in and commitment to the provision of adult learning & professional development.
- High level organisation and time management skills.
- An ability to work independently and to collaborate as a team member in the development of projects.
- High level written and computer skills, with the ability to create professionally written documents to disseminate accurate and relevant information to a wide variety of individuals and groups.
- Excellent customer service skills and the ability to form networks with internal and external clients and partners.
- Attention to detail and accuracy.
- The ability to show initiative within the workplace.
- A commitment to continuous improvement and innovation.
- An understanding of and commitment to EEO, Privacy and OHS principles and policies.
- A commitment to HCP and LCHS vision and principles.

#### **Selection criteria:**

Applicants must address the selection criteria for consideration.

1. Demonstrated experience working in a trainer/assessor role, including delivery of training across virtual and face to face platforms.
2. Experience in live coaching and providing feedback to improve performance.
3. Excellent interpersonal and communication skills and the capacity to develop rapport quickly with stakeholders.

4. Demonstrated experience working as an effective team member, to listen, lead and influence.
5. Demonstrated ability to organise, prioritise and work independently to targeted outcomes.
6. Knowledge and experience in the use of Microsoft Office suite of programs and familiarity with internet and web-based applications.

### **Job requirements:**

Applicants must meet the following job requirements:

#### **Mandatory:**

1. Tertiary qualifications in a related discipline.
2. Certificate IV - Training & Assessment.

#### **Desirable:**

1. Qualifications in and or lived experience of aged care/system will be highly regarded.
2. Experience in working within a community or human services setting.

#### **Organisational Responsibilities:**

1. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker C** and is exempt from immunisation status requirements.
2. Latrobe Community Health Service is a child-safe organisation. An Employee Working with Children Check will be required for this role (must be obtained prior to commencement).
3. MARAM Tier 4;
  - ≡ Uses information gained through respectful, sensitive and safe engagement with services users to identify and manage risk associated with family violence for women and any accompanying children.
  - ≡ Contributes to information sharing with other services (as permitted by the Victorian Child Safety Information Sharing Scheme and Family Violence Information Sharing Scheme) in order to assess and manage risk of family violence or promote the wellbeing or safety of children.
4. A satisfactory criminal record check (Police Record Check) from the Australian Federal Police or country of residence will be undertaken prior to appointment. This will be updated every three years.
5. Prior to appointment, credentialing documentation must be completed and verified.
6. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
7. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

*We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.*

<b>Approved (Job title):</b>	Executive Director Aged and Community Care
<b>Date:</b>	23 June 2021

***Incumbent statement***

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: \_\_\_\_\_

Incumbent's Signature: \_\_\_\_\_

Date:     /     /