

Learning and Development Specialist - Position Description

Position Title	Learning and Development Specialist
Department / Industry	Management
Agreement / Award	YMCA Managers Agreement
Classification / Grade	Manager Grade 2

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for more than 170 years. With approximately 700 employees, we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early learning centres, schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive and satisfying life.

Our vision is to see ***“lives enriched through wellbeing”*** in this wider, and more integrated, sense across all of the South Australian communities in which we work

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – ***“genuine care for the whole person, for every person.”*** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

Position Summary and Requirements

The Learning and Development Specialist plays a key role in developing YMCA South Australia's staff and volunteers, thereby fostering outstanding levels of service, emotional intelligence, and care for others. This is the YMCA's key point of difference, and a critical driver of wellbeing and social impact.

The Learning and Development Specialist will report to the Head of People and Risk. They will also work closely with the CEO, Chief of Staff, and other managers across the organisation in designing and implementing a targeted learning and development program.

The role is responsible for the development, planning and execution of learning and development initiatives. This is crucial to building our organisational capabilities and culture. The successful incumbent will:

1. assess the training and development needs of the organisation
2. create an annual learning and development plan
3. co-develop and deliver proprietary YMCA South Australia training and coaching content – particularly in relation to those essential service and people skills in which we aim to set new standards
4. deliver on the agreed plan.

This role is integral to achieving our five-year Strategic Plan by supporting employees' ability to positively impact the lives of those we serve, and in the process of so doing, reinforce the YMCA's rich culture and reputation.

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

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Key Accountabilities	Key Tasks
Learning & Development	<ul style="list-style-type: none"> Assess organisational training needs. Design an annual Learning & Development Plan, in consultation with key internal stakeholders. Manage the design, delivery and evaluation of learning and development programs. This will include both the development and delivery of proprietary 'inhouse' content in certain key areas, and the coordination of external providers for more standardised skills training. Develop and coordinate the YMCA employee induction program for new staff. Advise and coach managers and staff on learning & development requirements, options and methods. Gather evaluation data and prepare reports on training participation, satisfaction and effectiveness. Coordinate and optimise employer incentives for engaging in Nationally Recognised Training. Manage the learning and development budget lines. Participate in the annual budget development process. Recommend areas of improvement in organisational development policies.

Key Relationships	
Position reports to:	<ul style="list-style-type: none"> Head of People and Risk
Direct reports:	<ul style="list-style-type: none"> N/A
Key internal relationships:	<ul style="list-style-type: none"> CEO Chief of Staff Senior Management Team Centre and Program Managers
Key external relationships:	<ul style="list-style-type: none"> Resource Development Consultants RTO's and Training Providers

Selection Criteria

Qualifications and Licences – Essential

- Certificate IV in Training and Assessment (or similar/equivalent).
- Qualifications and experience in Education or Human Resources, and Workplace Training & Assessment. Qualifications within the field of social science are desirable.
- (HLTAID001) Provide CPR or equivalent
- Current Child-Safe Environments (Reporting Abuse and Neglect) Certificate

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- National Criminal History Record Check (NCHRC) – Certificate must be within one (1) year from date of issue, otherwise must renew check prior to commencement
- Working with Children Check – Child Related Screening (prior to commencement)
- Current Driver's License

Knowledge, Skills, Abilities and Experience – Essential

- A capable, perceptive and inspiring people-developer able to equip others to deliver on the Y's mission.
- A genuine care for the growth and wellbeing of others – serving as a culture-bearer for the Y Factor.
- An ability to foster a learning environment for people of diverse backgrounds, disciplines and abilities.
- Previous experience in the creation and delivery of learning packages, including in instructional design.
- Ability to problem-solve and create fit-for-purpose solutions.
- Excellent training facilitation and presentation skills.
- Excellent interpersonal and communication skills.
- Proven ability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximise outcomes.

Knowledge, Skills, Abilities and Experience – Desirable

- Experience in a service-oriented not-for-profit, community or social enterprise environment.
- Experience in dealing with people from a diverse range of backgrounds (e.g. CALD, all ages, etc).
- Experience in developing others through coaching.
- Previous experience working within a registered training organisation (RTO), university, or other professional development institution.
- A sound understanding of the Australian Quality Training Framework.
- Well-developed research and analysis skills.

Personal Attributes

- Holds a commitment to the YMCA's mission and values, and is able to role-model the "Y Factor" to others (which we define as "*genuine care for the whole person, for every person*").
- High emotional intelligence and interpersonal skills.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Creates a fun and engaging work and learning environment
- Is hardworking, productive, organised, professional and outcome-oriented.
- Has demonstrated ability to work effectively both independently and as part of a team.
- Is punctual and prompt in responds to stakeholder needs or concerns.
- Models, demonstrates, and teaches positive values like caring, honesty, respect and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

- Declare anything you become aware of through the course of your engagement with YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people.
- Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect.
- Adhere to all policies and procedures relating to safeguarding children and young people and the code of conduct.
- Complete a national/international police check prior to employment and at the discretion of the YMCA.
- Complete a working with children check prior to commencement and maintain currency throughout employment.
- Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/territory of residence, as required by applicable laws.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures.
- Participate in safeguarding children and young people training as directed.
- Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families.
- Any new program initiatives are to include consultation with children and young people, using standardised practices and resources.
- Maintain a working knowledge of policies and procedures relating to safeguarding children and young people.
- Attend any other training legally mandated by your role in relation to safeguarding children and young people.
- Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.

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Approval of Position Description

Date created or revised:	14 July 2021
Approved by:	Michael Collins Head of People and Risk
Signed:	

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	