

POSITION DESCRIPTION

POSITION TITLE: Learning and Development Officer

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

CLASSIFICATION: Social and Community Services Employee Level 4

POSITION OBJECTIVE:

The primary role of this position is to deliver LGBTIQ+ inclusivity and affirmative practice training alongside community or corporate information sessions. The Learning and Development Officer (LDO) is responsible for delivering training and educational materials ensuring they reflect the Twenty10 Guiding Principles and Strategic Plan. Some reviewing and developing of the materials will occur as required.

REPORTING STRUCTURE:

This position reports directly to the Learning and Development Manager (LDM). There are no direct reports to this position.

PRINCIPAL DUTIES:

Education

- Deliver appropriate training materials to a wide range of audiences that reflect the needs and challenges of LGBTIQ+ people and young people as well as the Guiding Principles of Twenty10. Read about our guiding principles here: <https://www.twenty10.org.au/we-are-twenty10/>
- Ensure the integrity of the Twenty10 Learning and Development Program including utilising anti-oppressive and strengths-based approaches when working with stakeholders
- Tailor trainings, educational sessions and presentations to meet the needs of different audiences including housing sector, youth sector, health sector, educational sector, corporate sector
- Provide basic program reports as required and complete pre and post training evaluations.

Administration

- Manage enquiries via phone and email with a positive customer service approach, using due discretion, applying interpersonal and problem-solving skills to negotiate appropriate outcomes for those supported, and ensuring confidential and sensitive matters are treated appropriately.
- Ensure that complete confidentiality, security and sensitivity is applied to the handling of information and communication of issues
- Ensure accurate and timely record keeping and data entry of data and reconciliation of petty cash
- Assist with the development and coordination of content, editing, publication and distribution of various communications (e.g. social media, factsheets, reports, etc.).

Quality Service Provision

- Understand and demonstrate evidence-based practice in all duties of the position

- Participate in professional development, supervision and performance reviews
- Participate in feedback and regular program review and evaluation procedures to help inform planning, program reviews, policy and practice
- Be open to feedback about Twenty10 services and workers, and communicate this feedback to the necessary supervisors, integrating this into service provision where appropriate.
- Understand and apply policy and procedures
- Follow, utilise and promote the Organisation's vision, quality standards, guiding principles, Risk and Compliance Framework, Policies and Procedures, Core Values and Work Health and Safety (WHS) requirements
- Safeguard vulnerable persons including children in line with organisational policies and procedures.

KEY SKILLS & EXPERIENCE

Qualifications and Prerequisites

1. Relevant tertiary qualifications and/or equivalent experience in health education and promotion, community capacity building, workplace training and assessment or similar
2. Demonstrated skills in creating, presenting and evaluating training or educational sessions to a wide variety of audiences
3. Current NSW Working with Children Check clearance
4. National Police Check Certificate upon commencement then at least every 3 years
5. Current NSW driver's license and a willingness to travel as part of this role.

Experience Required

1. Demonstrated understanding of the challenges, systems and public policy impacting LGBTIQ+ people, especially young people, including mental health and wellbeing, self-determination and bodily autonomy in health care, the law, homelessness, peer and family rejection, and experiences of harassment and violence
2. Demonstrated understanding and experience of community development and social inclusion principles and processes
3. Sound working knowledge of Microsoft Office (Outlook, Word, Powerpoint and Excel), internet applications and databases, and willingness to learn new programs

Aptitude & Interpersonal Skills

1. Outstanding communication (written and verbal) and interpersonal skills with the ability to develop rapport with a wide range of people including different genders, sexual orientations, ethnical backgrounds, age and experience
2. Strong initiative, positivity and demonstrated ability to work in a fast-paced environment, both independently and as part of a team, and ability for conceptual and strategic problem solving
3. Personal qualities include alignment with the values of the organisation
4. Excellent organisational and problem-solving skills including the ability to prioritise work, manage multiple tasks and competing priorities, negotiate solutions, and meet deadlines,

5. Demonstrated ability to work with limited supervision, exercise judgment or sensitivity, and take initiative to decisions within the context of the role whilst recognising the importance of maintaining open lines of communication and escalating issues as required,
6. Strong reflective practice and self-care skills, with a commitment to maintaining currency of skills and knowledge on relevant information, standards, updates, and policies
7. Demonstrated understanding of and commitment to safeguarding children and other vulnerable people and the health and human rights of LGBTIQ+ people and communities
8. Willingness and ability to sometimes work outside of normal business hours and to travel for short periods if required

KEY PERFORMANCE INDICATORS (KPIs)

- Maintaining personal resilience and commitment to outcomes.
- Maintaining the openness to learning and unlearning that underpins effective collaboration, and building effective collaborative working relationships.
- Successful completion of work required, including Silver Rainbow, to a high standard in line with agreed time frames and outcome measures in a high volume and complex work environment.
- Maintain contemporary knowledge of research and other resources and information relevant to the delivery of Twenty10's Learning and Development Program.

Signed by Employee:_____ Date:_____