

Position Details

Position Title:	Learning and Development Coordinator (RCLDS)
Portfolio:	Learning and Business Development
Location:	Blended work environment: from home, CBD office and occasional travel within Victoria
Employment:	12-month contract (with extension pending funding)
Time Fraction:	0.8 FTE

Centre for Excellence in Child and Family Welfare Inc.

The Centre for Excellence in Child and Family Welfare (the Centre) is the peak body for child and family services in Victoria. For over 100 years we have advocated for the rights of children and young people to be heard, to be safe, to access education and to remain connected to family, community and culture. We represent over 150 community service organisations (CSOs), students and individuals throughout Victoria working across the continuum of child and family services, from prevention and early intervention to the provision of out-of-home care.

The Centre is a Registered Training Organisation (RTO) and plays a pivotal role in sector capability building.

The Centre is a diverse and inclusive workplace, committed to the health, wellbeing and cultural safety of our staff. We encourage applicants of any background, culture, gender, and experience to apply for roles as they become vacant.

Learning and Business Development Unit Summary

The Learning and Business Development (LBD) unit is responsible for developing and delivering learning and development (L&D) for the child, youth and family services sector and allied sectors. The team works closely with members and non-members to meet industry needs. We deliver nationally accredited training through the Centre's RTO, industry-wide mandatory training and fee-for-service L&D solutions.

A key responsibility of the team is the *Residential Care Learning and Development Strategy* (RCLDS) an initiative funded by the Department of Families, Fairness and Housing (DFFH) and managed by the Centre in partnership with residential care providers. RCLDS involves training, resources and other support mechanisms to assist in the development of the residential care workforce including events, excellence awards and scholarships.

The RCLDS Strategic Framework 2021-23 outlines four priority areas underpinned by Aboriginal Self-determination and supported by two key enablers: strategic partnerships and collective leadership. The four strategic priority areas aim to ensure that the residential care sector has:

1. The right mix of skills
2. A culture of child safety and rights
3. Support for diversity, connection and belonging
4. Sustainability in terms of resources and safety.

Position Summary

The Learning and Development Coordinator (RCLDS) is responsible for planning and implementing L&D activities for the residential care workforce under RCLDS. The primary responsibility of this role is to coordinate the delivery of the RCLDS programs (classroom, virtual, eLearning) and ensure a smooth customer experience for participants and organisations that are part of the DFFH funded scheme and to support a high-quality learning environment for adult learners. This role works closely with the Residential Care Workforce Development Lead to support organisations to assess the needs and requirements of the workforce and looks to continuously improve and discover new methods of L&D suitable for residential carers and leaders.

Since 2006, RCLDS and the Centre have hosted the annual Resi ROCKS event to recognise and celebrate the knowledge and skills of the residential care workforce. The Coordinator is responsible for project managing the event from start to finish, in collaboration with Centre staff and reporting to the Centre CEO.

Reporting Line

- Reports to: Residential Care Workforce Development Lead
- Reporting to this role: Nil

Organisational Accountabilities

The Centre is committed to the health, safety and wellbeing of its staff. The Centre and its staff must comply with a range of statutory requirements including equal opportunity, occupational health and safety and privacy. The Centre requires staff to comply with its policies and procedures and related statutory requirements. Appointees are accountable for completing training on these matters and making sure their knowledge is up to date.

Benefits of working at the Centre

- Up to three days additional leave over Christmas/New Year period
- Family friendly flexible working arrangements
- A flexible hybrid work-from-home arrangement
- Paid parental/carer/study leave
- Ongoing training and professional development opportunities
- A supportive and positive work environment
- Employee Assistance Program (EAP)
- Leave loading of 17.5%
- Attractive not-for-profit salary packaging (this boosts your income by reducing the amount of tax you pay), with Meal/Holiday accommodation benefit

Key Accountabilities

L&D co-ordination

- Coordinate and support delivery of training for face to face and online workshops to build the knowledge and capacity of the Residential Care workforce. Including scheduling, confirmation of participants, trainer liaison, session set up, moderation, evaluation, and reporting.
- Manage the Learning Management System (LMS) to ensure smooth registration processes and data capture for reporting – both for the Centre and our members. Support all accredited and non-accredited learners on the LMS, alongside other relevant LBD staff.
- Analyse registration numbers and sector trends and provide monthly reports including data collected from evaluation forms.
- Facilitate excellence in the design and delivery of learning content by participating in training observations, gathering feedback, and analysing results to share with the LBD team for decision making.
- Promote and maintain the training calendar through monthly newsletters and regular communication with key stakeholders.

Event Management

- Coordinate all pre-event planning, briefing, and reporting, including proposals and project plans for internal and external stakeholders, including the Centre's CEO.
- Prepare budgets and ensure adherence.
- Identification and management of speakers and facilitators.
- Source and negotiate with suppliers for merchandise.
- Work with the venue and AV team
- Coordinate all operations and logistics including volunteers on the day.
- Ensure event is completed smoothly and step up to resolve any problems that might occur.
- Analyse the event's success and prepare reports.
- Work collaboratively with staff across the Centre

Key Selection Criteria

Essential:

1. Proven experience within education, Learning and Development and/or Organisational Development
2. Proven experience managing events from start to finish in collaboration with a wide range of stakeholders
3. Demonstrated ability to prioritise tasks with excellent time management and organisational skills
4. Demonstrated ability to deliver high-quality customer service and engage with a wide range of stakeholders
5. Demonstrated ability to initiate and manage workflows and logistics, with an attention to detail
6. Demonstrated comfort with technology and ability to adapt to and operate a range of systems including, Learning Management Systems, WordPress, Monday, Zoom and Microsoft Office.

Desirable:

1. Experience within the child, youth and family services and/or community service sector
2. Training presentation: ability to create engaging and accessible learning materials e.g. with Canva, PowerPoint and Articulate 360 Suite.

Qualifications

1. A relevant qualification and/or experience within Learning and Development
2. A relevant qualification and/or experience within event management
3. Certificate IV in Training and Assessment (Desirable)

Conditional Employment Requirements

1. Satisfactory police check
2. Satisfactory Working with Children Check
3. Current Australian Driver's Licence (Desirable)