

## Position Description

<b>Position Title:</b> Learning & Development Specialist	<b>Position Number:</b> POS404
<b>Reports To:</b> Learning & Development Manager (POS367)	<b>Location(s):</b> The Hub
<b>PD Number:</b> PDPPC012	<b>Classification:</b> Band 5

## Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of, or experiencing the crisis and trauma of homelessness. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at [launchhousing.org.au](http://launchhousing.org.au).

## Position Overview

The Learning & Development (L&D) Specialist is a critical role within the People Team which aims to revolutionise learning at Launch Housing. Reporting to the Learning & Development Manager, the role is responsible for the design, development, delivery, implementation, and evaluation of high-quality and innovative capability building initiatives and activities that support our people to flourish and perform at their best. The role provides specialist advice to staff and leaders in relation to individual and team learning and development needs and is instrumental in building and maintaining effective courseware design and development processes to ensure excellence within current systems, policies and procedures.

## Direct Reports

- Nil – This is an independent role working in a specialist area, providing expert advice to others



## Key Outcomes

### Service Delivery

Success will look like:

- Designing and developing a broad range of high-quality learning programs and supporting resources to support the objectives and priorities of the Learning and Development Team.
- Utilising a wide variety of training modalities including classroom based, virtual classrooms and eLearning to facilitate high quality learning experiences.
- Developing online and face-to-face content from existing learning and assessment resources.
- Providing specialist advice on current trainings and working with internal SMEs (Subject Matter Experts) to ensure learning solutions are customised to LH needs
- Leading the design and co-facilitation of the LH Induction including regular reviews and updates of the program in line with organisational changes and needs.
- Integrating feedback, validation outcomes and industry consultation into learning and assessment resources.
- Reporting and measuring the impact of L&D activities

### One Team

Success will look like:

- Actively engaging in continuous improvement within the team.
- Building and maintaining strong relationships within the team and Launch Housing.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct.
- Upholding the principles of the Child Safe Code of Conduct, ensuring that Child Safe Standards are translated into operational practices at all times.
- Undertaking any other tasks as directed.

## Position Characteristics

### Skills, Knowledge, Experience, Qualifications and/or Training

Ongoing training not necessarily required in this position, however incumbents must keep up to date with legislative changes and governmental regulations related to role. This position requires the following:

- Advanced specialised knowledge related to the work area
- Extensive knowledge of work practices and policies relevant to the work area
- Working knowledge of statutory requirements relevant to the workplace
- Extensive knowledge of their workplace function and operation
- Extensive knowledge of administrative practices and procedures
- Working knowledge of wider organisational structures and functions

### Organisational Relationships

#### Level of Supervision

The position is generally not supervised, unless undertaking specialised or complex responsibilities.

#### Level of Direction

Works under general direction.



### **Availability of Assistance**

Assistance available on complex or unusual matters.

## **Extent of Authority**

### **Involvement in the Development or Creation of Work Practices and Procedures**

Involvement in establishing operational procedures which impact work activities, outcomes and operational activities.

### **Involvement in the Preparation of Budgets and Financial Reporting**

Nil.

### **Freedom to Act**

Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.

### **Monitoring of Work Outcomes**

Work outcomes are generally not monitored directly, however someone in this position would be expected to report back to their manager.

### **Provision of Assistance**

This role may provide some assistance to lower classified employees.

### **Problem Solving**

Solutions to problems may require the exercise of some judgment, with guidance generally being found in procedures, precedents and guidelines.

## **Key Selection Criteria**

- Certificate IV in Training and Assessment TAE40116 (equivalent, or higher) (desirable)
- Experience with developing both eLearning content and face-to-face classroom content development
- Experience in delivering training and/or presentation and facilitation skills
- Experience with LMS, content creation systems, SCORM packages and associated tools such as Articulate 360
- Ability to work closely with stakeholders to identify training needs whilst building strong relationships with internal teams
- The ability to manage projects and prioritise competing deadlines
- Able to work autonomously as well as part of a team
- Excellent written communication skills
- Familiar with instructional design methodologies and approaches (e.g. ADDIE or SAM)
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

