

Position Description

Position Title:	Program Facilitator
Service/Program:	Centre for Learning and Innovation
Approved By:	Senior Manager, Learning and Innovation
Date Effective:	November 2025

Our Organisation

RAV is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to ensure Relationships Australia Victoria (RAV) continues and develops its professional training online and face to face services in order to positively reflect the organisation in the community services sector and generate income for the organisation.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

Position Specifications

Service: Centre for Learning and Innovation

Line manager	Senior Manager, Learning and Innovation
Manages	Nil
Key external liaison	Organisational stakeholders and program participants
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

The role of Program Facilitator will be to support the development of program resources and delivery of aspects of its learning program as required, across RAV's Centre for Learning and Innovation programs and contracted services.

The Program Facilitator will be required to support the facilitation, of learning solutions including but not exclusive to customised training solutions, online learning solutions, virtual classrooms, webinars and workshops and supervision services, where required. It may also be required to support the facilitation of other programs, including accredited training programs as required. This role will also support the content development of courses and programs as needed.

Key Result Areas (KRAs)

Area	Tasks
Program Delivery	<ul style="list-style-type: none"> Support the delivery of high quality, research and evidence led training solutions and other RAV learning solutions as required. Facilitate learning solutions in line with RAV's training requirements, including blended, online and face to face solutions and customised training programs, and supervision services. Work with the broader learning design team to deliver high quality research and evidence led online training programs, self-paced courses and solutions. Develop program resources and customised training resources as required. <p>Support the delivery of accredited training programs, if required</p>

	<ul style="list-style-type: none"> • Provide clinical knowledge, evidence and subject matter expertise across the suite of learning solutions
Quality Assurance	<ul style="list-style-type: none"> • Provide subject matter expertise and input into online and other training programs • Ensure any accredited training tasks are led and delivered in line with RTO Standards and ASQA compliance requirements • Regularly review and update course material in line with research, professional trends and feedback from evaluative inputs and ensure all courses meet higher education guidelines and standards, contractual arrangements and quality frameworks established by RAV. • Evaluate training programs post-delivery and apply continuous improvement measures to improve and enhance all training programs
Policies, procedures and systems	<ul style="list-style-type: none"> • Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Continuous improvement	<ul style="list-style-type: none"> • Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	<ul style="list-style-type: none"> • This position description is not an exhaustive list of responsibilities. • Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. • You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

Training Delivery

- Deliver ongoing and high-quality learning solutions in collaboration with the Centre for Learning and Innovation and in accordance with training requirements, as required.
- Review and/or develop training programs in collaboration with the broader team and in accordance with training requirements, as required.

Quality Assurance

- Review and support the development of content for the delivery of RAV's annual program
- Ensuring compliance with the 2025 Standards for RTO's (Cth) and ASQA's regulatory requirements, if required

Policies, procedures and systems

- Ensure all processes and procedures are adhered to in line with RAV's guidelines and maintain to deliver ethical, compliant and professional solutions.

Key Selection Criteria (KSC)

Mandatory KSC:

Training Delivery

- Deliver ongoing and high-quality learning solutions in collaboration with the Centre for Learning and Innovation and in accordance with training requirements, as required.
- Review and/or develop training programs in collaboration with the broader team and in accordance with training requirements, as required.

Quality Assurance

- Review and support the development of content for the delivery of RAV's annual program

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

- Ensuring compliance with the 2025 Standards for RTO's (Cth) and ASQA's regulatory requirements, if required

Policies, procedures and systems

- Ensure all processes and procedures are adhered to in line with RAV's guidelines and maintain to deliver ethical, compliant and professional solutions.

All employees will be required to undertake a National Police Check, International Police Check (if applicable), and have a current Working with Children Check throughout their employment.

Mandatory KSC:

- Tertiary qualification in law, counselling, psychology, social work or education; qualifications in more than one field preferable.
- Clinical experience working in relationship counselling and/or family violence.
- Understanding of academic educational and training requirements, regulations and standards, as well as ensuring compliance in relation to training services and products.
- Demonstrated knowledge of contemporary research in education, training, Family Dispute Resolution and/or Counselling theory and practice.
- High level skills in written and verbal communication, negotiation, liaison and collaboration.
- Satisfactory completion of a National Police Check, International Police Check (if applicable) and Working with Children check.
- Ability to work independently and collaboratively in a team environment.
- Must have own vehicle and current Victorian driver's licence.

Highly Desirable KSC:

- Post Graduate qualification in Counselling or related field.
- Certificate IV in Training and Assessment (TAE 40116).
- Membership or eligibility for membership of organisations relevant to the position. Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable)

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQ+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.