

Position Description

Training & Development Lead – Child Protection

Location:	Milton (Hybrid)	Reports To:	Director - Service Innovation and Impact
Salary:	Negotiated	PD Date:	November 2025

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 35 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all team members is embedded in our everyday work practices.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About the position

The role is responsible for delivering high-quality, evidence-based training programs in child protection and personal safety, while also driving the uptake of these programs across early childhood, education and community sectors. This role combines hands-on training delivery with proactive partnership development to increase program reach and sustainability. This role will report to the Director - Innovation and Impact within the Service Strategy and Growth team.

Key responsibilities

- Facilitate engaging, trauma-informed training sessions for educators, carers, professionals, and parents across a range of child safety and protective behaviours topics.
- Adapt delivery methods to suit diverse audiences and learning environments, including face-to-face, virtual, and e-learning formats.
- Maintain fidelity to program content while tailoring delivery to suit audience context and needs.
- Update and maintain training materials and resources to ensure relevance, accuracy, and accessibility for professionals and caregivers as required.
- Coordinate training logistics and manage communications with external agencies and learners to ensure seamless delivery.
- Collect, analyse, and report on training data to support continuous improvement and demonstrate program impact.

- Provide regular reports, insights, and recommendations to the Director – Innovation and Impact and other stakeholders.
- Identify, pursue, and secure new training partnerships and new business opportunities with early learning providers, schools, NGOs, peak bodies and government agencies.
- Build and maintain strong stakeholder relationships to support repeat engagement and word-of-mouth growth.
- Produce formal consultation reporting outlining engagement outcomes.
- Support Director – Service Innovation and Impact to develop business plans outlining future growth, funding pathways, and operational strategy.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values-based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional*, *ethical*, *team oriented*, *caring*, *courageous* and *collaborative*.

About you

Qualifications

- Tertiary qualification in Education, Training & Assessment, Psychology, Social Work, or a related discipline.

Skills and experience

- At least five years' experience working in a similar role.
- Proven experience in developing and delivering training programs, ideally within the child protection, trauma-informed, community services, or education sectors.
- Strong understanding of protective behaviours frameworks and strategies.
- Knowledge of trauma-informed practice, child protection principles, and early learning frameworks, or the ability to quickly develop this expertise.
- Extensive understanding of contemporary education principles, adult learning theory, instructional design, and learning technologies.
- Experience in designing, delivering, and reporting on evaluation frameworks for training and learning outcomes.
- Excellent facilitation skills with the ability to engage and motivate diverse adult learners.
- Strong organisational skills, with experience managing multiple training events across geographically dispersed locations.
- High level of cultural competence and experience working with families from diverse backgrounds, including Aboriginal and Torres Strait Islander communities.
- Demonstrated ability to build and maintain effective stakeholder relationships through strong interpersonal, engagement, and problem-solving skills.
- Excellent written and verbal communication skills.
- High proficiency in MS Office Suite (PowerPoint, Excel, Word) and Learning Management Systems (LMS).

Other requirements

- Eligibility for a positive Working with Children Check in the applicable state of employment in Australia or exemption based on professional qualifications and registration.
- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.