

Communications and Partnerships Officer – Professional Learning

Position Description

Position details

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| Position Title: | Communications and Partnerships Officer – Professional Learning | Reports to: | Professional Learning and Workforce Development Coordinator |
| Team: | Practice Development | Program Area: | Practice Excellence |
| Classification: | Level 5 | Location: | Brunswick |
| Status: | Ongoing | Hours: | 0.8 EFT |

Organisational purpose

The Victorian Foundation for Survivors of Torture, also known as Foundation House, is a leader in delivering specialist trauma-focused services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

Foundation House recognises the critical link between the standard and quality of our services and the delivery of safe, person-centred, effective, and connected care, which yields the strongest client outcomes.

The Practice Excellence Area of VFST is core to ensuring that the services provided by Foundation House to clients and communities are delivered to the highest standard and are in line with organisational purpose, priorities, and obligations. Practice Excellence is responsible for:

- Leading the design, delivery and implementation of practice development support and programs for all Foundation House staff in collaboration and partnership with the broader leadership team.
- Lead the design and delivery of external training aimed at supporting the work of the sector and broader mental health and wellbeing services to deliver trauma-informed care to communities from refugee and asylum seeker backgrounds.
- Leading the coordination of quality improvement initiatives for the organisation's service delivery arms.
- Leading the coordination and reporting of performance and quality measures to inform quality improvement initiatives and maintain a focus on practice excellence.
- Providing authoritative professional, practice and policy advice related to applying Foundation House's Integrated Trauma Recovery Service Model (ITRSM) as outlined in *Rebuilding Shattered Lives: Integrated Trauma Recovery for People of Refugee Background* (2nd edition).
- The management of health information in line with statutory obligations
- Driving research and evaluation in line with organisational priorities in a strategic manner, cost-effective and in the interests of practice excellence across client, community, and sector services.

Role Purpose

The Communications and Partnerships Officer – Professional Learning supports the design, delivery, and promotion of professional learning and workforce development initiatives across Foundation House and for sector partners. The role is responsible for coordinating stakeholder engagement (across the health, education, community, and university sectors), developing and maintaining learning materials and library systems; supporting student placements and tailored training delivery; and contributing to the development of eLearning and blended learning resources. The role also provides project management support to the development and delivery of training programs and resources; and provides editing and proofreading and ensures compliance with organisational style guidelines and copyright requirements.

Communications and Partnerships Officer – Professional Learning Position Description

Key Responsibilities

Communications Management

- Recommend and implement marketing strategies to effectively promote professional learning activities to intended audiences, both within and outside Foundation House.
- Produce and distribute electronic communications to publicise the overall program and individual events, both within and outside Foundation House.
- Liaise with Foundation House Communications and Community and Sector Capacity Building teams regarding areas of potential overlap and development.

Stakeholder Engagement

- Develop and maintain relationships with external stakeholders and organisations, including universities and the health, education, community, and settlement sectors, to develop and promote professional learning and workforce development activities, including training, research, and student placements.
- Be the key contact for the Foundation House student placement program, working closely with project partners to support successful delivery.
- Be the initial point of contact for tailored training enquiries.

Resource Development

- Contribute to the development of eLearning modules, within online learning environments, including basic filming and editing.
- Troubleshoot and resolve technical issues related to e-Learning modules on the VFST Learning Management System Moodle, supported by IT.
- Maintain and update eLearning materials to ensure relevance and accuracy
- Provide editing and proofreading as required.
- Provide support to the Practice Development team on aspects of design, including compliance to VFST Style Guides.

Resource Management

- Maintain a physical and electronic library of VFST and external publications, AV, and online learning materials
- Source resources and publications for the Practice Development Program
- Collaborate with the Practice Development teams ensuring the effective access and use of materials to meet the needs of professional learning facilitators.

Communications and Partnerships Officer – Professional Learning Position Description

Project Management

- Contribute to the project management of new online and in-person learning modules, under the direction of the Coordinator, Professional Learning and Workforce Development, ensuring milestones and timelines are met.
- Contribute to the project management of training events and annual training calendars.
- Project manage the development of new resources for training, including written and AV material.

Copyright and Permissions Administration

- Administer the copyright licences for written and audio-visual requirements by ensuring compliance with Copyright legislation.
- Manage licence requirements including updating changes, reporting to relevant bodies, and fee payments.
- Provide advice to users of copyright material to ensure compliance with licence requirements (both internal and external materials).
- Monitor and implement copyright notices for all training material and maintain accurate records of VFST copyright material.
- Administer permission requests ensuring effective systems are in place and maintained.
- Communicate procedures and practices to the broader team to maximise system efficiencies and compliance.

People and Teams

- Attend and participate in all agency activities which meet Foundation House's organisational and professional development requirements. These include staff, team and agency meetings, and actively participating in supervision and ongoing learning
- Contribute to projects or other strategic projects that assist the agency to support the delivery of safe, person centred, effective, and connected services.
- Actively participate and ensure professional, supportive and cooperative working relationships within your own team and with other programs across the agency.
- Undertake required travel needed to fulfil the duties of this position.

Key Selection Criteria

Required

- Relevant tertiary qualification (for example – Communications, Public Relations, Adult Education, Social Work, Psychology)
- Skills in collaboration, negotiation, and partnership coordination.
- Demonstrated ability to plan, manage, and deliver multiple concurrent projects.
- Ability to develop and deliver targeted communications for varied audience via multiple channels.

Communications and Partnerships Officer – Professional Learning

Position Description

- Advanced written communication skills including editing, proofreading, and ensuring adherence to style guides.
- Demonstrated knowledge of adult learning principles to inform professional development design and development.
- Advanced software and computer skills that can be applied to resource design, communications and promotions, and online learning
- Ability to identify issues and implement practical, timely solutions (e.g. technical troubleshooting, process improvements).
- Excellent file management/cataloguing skills

Highly Desirable

- A formal qualification in adult education.
- Experience in the design and coordination of professional learning programs.
- Experience developing and maintaining eLearning modules and blended learning courses.
- A highly developed understanding of refugee and asylum seeker experiences, and the impact of trauma and other traumatic events.

Attributes

- Strong problem-solving abilities and attention to detail.
- Strong organisational and time management skills, with the ability to manage competing demands.
- Flexibility and adaptability in meeting team and stakeholder goals.
- Ability to work independently as well as cooperatively with others.
- Commitment to ethical practice, human rights, and social justice.

Our Values

We aim to build trust and confidence, promote wellbeing and achieve the best possible outcomes through living our values of respect, promotion of human rights, focus on community, maintaining excellent, ethical practice and above all acting with integrity.

Organisational Expectations

Foundation House and our staff are committed to:

- Family & Child Safety
- Occupational Health & Safety
- LGBTQIA+ inclusive practices
- Culturally safe practices

Communications and Partnerships Officer – Professional Learning Position Description



- Adherence to the requirements of relevant legislation, regulation and professional ethics.

It is an expectation that all our employees actively contribute and consciously comply with Foundation House policy, procedures and practice guides during the course of their work.

This position is in accordance with the Victorian Foundation for the Survivors of Torture Inc. Enterprise Agreement.

Approval and Acknowledgement

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| Date PD last reviewed: | 26 May 2026 |
| PD Approved by: | GM Practice Development |
| Date of approval: | |