



## Position Description

<b>Position Title</b>	Training & Development Lead
<b>Portfolio</b>	Aged Care
<b>Area</b>	Community Care
<b>Reports To</b>	Quality & Business Improvement Lead

### Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

### Portfolio Purpose

The Aged Care Division at the Brotherhood of St Laurence provides residential services, independent living accommodation for people on low incomes, home based and day and respite services for older people and people with disabilities still living in their homes

## Position Purpose

This position is responsible for designing, delivering and continuously improving training programs across Community Care.

The position provides high-quality, compliant, and accessible training solutions that support workforce capability, service excellence, and regulatory requirements. It contributes specialist expertise in adult learning, competency-based training, and inclusive practices, ensuring alignment with Commonwealth, State, relevant training quality and organisational standards.

## Key Responsibilities

### • Learning Design & Development

- Contribute to the planning, design, development, and implementation of best-practice education and training programs aligned to organisational priorities
- Develop and maintain engaging, accessible learning resources that meet adult learning principles and WCAG accessibility standards
- Undertake training needs analysis and gap assessments to identify workforce capability requirements and prioritise training responses
- Apply sound judgement and initiative to improve learning approaches where processes are not clearly defined
- Assist with staff induction and orientation

### • Training Delivery & Facilitation

- Deliver high-quality, competency-based training across induction, mandatory, and specialist programs
- Facilitate learning in a way that supports diverse learners, including those with disability or English as an additional language
- Manage sensitive or complex topics effectively within a learning environment
- Guide, coach, and support staff to achieve learning outcomes and demonstrate competency
- Ensure training delivery aligns with relevant training packages, regulatory requirements, and organisational standards

### • Stakeholder Engagement & Advice

- Provide advice and support to managers and teams on learning and development solutions
- Work collaboratively with people leaders to identify learning needs and implement targeted capability development strategies

- Build effective relationships with internal and external stakeholders, including participation in working groups and broader initiatives
- Facilitate regular engagement with managers to review learner progress and training outcomes
- **Project & Program Coordination**
- Contribute to and lead components of training-related projects, including planning, coordination, and delivery
- Support implementation of training initiatives across multiple sites and programs
- Demonstrate effective project management, including prioritisation, scheduling, and monitoring deliverables

### **Quality Assurance & Compliance**

- Monitor, record, and report training activities accurately and within required timeframes
- Evaluate assessment evidence for validity, reliability, currency, and sufficiency
- Maintain compliance with training standards, funding requirements, and organisational policies
- Participate in audits, validation, and moderation processes, addressing issues promptly
- Maintain current knowledge of sector reforms, training packages, and workforce development trends

### **Systems & Administration**

- Maintain learning systems, records, and administrative processes supporting training delivery
- Ensure accurate use of Learning Management Systems (LMS) and organisational databases
- Contribute to continuous improvement of training systems and processes

### **Others**

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices

- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures
- This position will require indirect contact with children and/or vulnerable individuals
- Other duties as required

## **Scope of Responsibility**

### **Direct Reports:**

- N/A

### **Indirect Reports:**

- N/A

## **Key Selection Criteria**

### **Career Experience:**

- Proven experience and/or knowledge in aged and community care programs including Support at Home, HACC – PYY, Support for Carers, and/or community connections.
- Possess demonstrated understanding of training solutions using a variety of delivery methods and technologies with particular emphasis on adult learning
- Strong project management skills, including setting priorities and organising work
- Ability to work collaboratively in a team environment and effectively network with a range of stakeholders
- Well-developed working knowledge of Microsoft Programs including Word, Excel, PowerPoint, Outlook, other databases, and customer relationship management programs
- Well-developed organisational and time management skills with the ability to plan team workload, prioritise, and meet deadlines in a fast-paced multi-site environment

### **Personal Qualities:**

- Ability to work independently, collaboratively in a team environment and effectively network with a range of stakeholders including with people from diverse backgrounds
- Proven problem-solving skills with the ability to identify and resolve problems, and make appropriate recommendations

- Well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels, both internally, externally and with people from diverse backgrounds
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

**Qualifications/Other:**

- A current Certificate IV in Training and Assessment TAE40122 or equivalent
- Relevant qualification in disability sector or demonstrable equivalent and recent training industry experience
- High level of proficiency in the use of standard application software such as the Microsoft Office suite and Learning Management System

**Desirable:**

- Certificate IV in Community Services, Disability or equivalent
- Experience and/or knowledge in developing and delivering accessible content meeting web content accessible guidelines (WCAG) 2.1
- Experience and/or knowledge in dementia care, and intervention
- Experience and/or knowledge in aged, community and disability care.

**Mandatory Employment Criteria**

- Specific work requirements include work-based travel and attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act - BSL will support successful candidates in this process
- A satisfactory Police Check is required. BSL will support successful candidates in this process
- A Working with Children Check is required for this position. BSL will support successful candidates in this process
- A NDIS Worker Screening check is required. BSL will support successful candidates in this process
- Aged Care Banning Orders Register checks shall be undertaken
- An up-to-date annual influenza vaccination is required for this position

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.