



Position Title:	Learning & Development Consultant
Division:	People and Culture
Program:	Talent and Capability
Classification:	Berry Street Enterprise Agreement
Salary:	Stream 5, Level 8
Date:	July 2026

ROLE PUPOSE

The Learning & Development Consultant is responsible for designing, developing, implementing and continuously improving high-quality learning solutions that build workforce capability and support organisational priorities.

The Learning & Development Consultant partners with subject matter experts, leaders and stakeholders to analyse learning needs, scope and prioritise learning initiatives, and translate complex information into engaging and accessible learning experiences. The role also provides expert advice on instructional design approaches, learning modalities, assessment methods and learner engagement strategies, and evaluates learning effectiveness across a range of delivery formats including eLearning, facilitator-led, virtual and blended programs.

PRIMARY OBJECTIVES OF THE ROLE

The primary objectives of the Learning & Development Consultant are:

- Develop engaging, accessible and outcomes-focused learning experiences that build workforce capability and support service delivery across diverse roles and settings.
- Identify capability gaps through robust needs analysis, and scope and prioritise learning initiatives to ensure solutions are aligned to organisational priorities, regulatory requirements, and operational needs.
- Build strong relationships with subject matter experts, leaders and business stakeholders to scope, prioritise and develop practical, fit-for-purpose learning solutions that translate complex information into applied practice.
- Act as a trusted advisor by providing expert advice on instructional design approaches, learning modalities, assessment methods and learner engagement strategies to ensure solutions are effective, evidence-informed and fit for context.
- Coordinate and support implementation (including organisational induction), and use data, feedback and evaluation frameworks to measure effectiveness, drive continuous improvement, and maintain high standards of learning quality and governance.

REPORTING RELATIONSHIPS

This role is based at the Collins Street office on Wurundjeri Country. This reports to the Senior Manager, Learning and Development who will provide supervision and review. This role works closely with subject matter experts, people leaders and stakeholders across the organisation to deliver learning solutions

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Yooralla Code of Conduct, which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement.
- Raise all health, safety, and wellbeing issues or concerns with managers, observe all safe work procedures and instructions, and take reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner.
- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008).
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators.
- Meeting obligations under all relevant Victorian and Commonwealth legislation.
- Participate in regular supervision, performance planning and review processes and probationary reviews.
- Complete mandatory training within designated timeframes.
- Berry Street Yooralla is committed to service delivery that prioritises and celebrates diversity and inclusion. Every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality, or religion.
- Berry Street Yooralla is committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify as LGBTIQ+.
- Berry Street Yooralla is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children, in accordance with our legal obligations including MO 1359 and child safe standards.

ROLE RESPONSIBILITIES	Specific responsibilities, duties and tasks
Learning Design and Development	• Conduct learning needs analysis with stakeholders to identify capability gaps, performance requirements and target audience needs, informing the scoping and prioritisation of learning solutions. • Design and develop high-quality learning solutions, including eLearning, facilitator guides, participant resources, job aids, assessments and blended learning programs. • Apply contemporary instructional design principles and adult learning methodologies to create engaging, accessible and outcomes-focused learning experiences. • Use agreed authoring tools, templates and brand standards to produce consistent and professional learning materials.
Stakeholder Partnering and Consultation	• Partner with subject matter experts, leaders and business stakeholders to scope, prioritise and develop fit-for-purpose learning solutions. • Provide expert advice on instructional design approaches, learning modalities, assessment methods and learner engagement strategies, influencing effective learning design decisions. • Build strong working relationships to ensure learning solutions are practical, evidence-informed and aligned to business objectives. • Build and maintain collaborative relationships with community partners and relevant external stakeholders to support learning and development program delivery.
Facilitation and Learning Delivery	• Coordinate and facilitate organisational induction programs. • Facilitate workshops, project meetings and review sessions to gather content, validate design decisions and support implementation planning.

Implementation, Evaluation and Continuous Improvement	• Coordinate pilot testing, implementation and rollout of learning solutions, including communication and learner support materials where required. • Evaluate learning effectiveness using feedback, learner data and stakeholder input, and use insights to inform improvements and optimise learning impact on practice. • Maintain accurate project documentation, version control and learning records in relevant systems and repositories. • Contribute to learning governance, quality assurance and continuous improvement activities across the learning portfolio.
Capability Uplift and Collaboration	• Contribute to broader capability initiatives, curriculum planning and the uplift of learning practices across the organisation. • Share knowledge, tools and templates with colleagues to promote consistent and effective instructional design practice. • Stay informed about emerging learning technologies, accessibility requirements and contemporary learning trends to inform innovation and improvement.
Other	• Required to travel between sites depending on facilitation, training program and role requirements. • Undertake project activities as required. • Other duties as required.

KEY SELECTION CRITERIA

- Excellent written and verbal communication skills, including facilitation and presentation capability, with the ability to engage diverse audiences, adapt messaging and support effective learning delivery and stakeholder engagement.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies.
- Demonstrated experience designing and developing high-quality, engaging and accessible learning solutions, with the ability to translate complex information into practical, learner-centred outcomes across a range of modalities.
- Sound understanding of instructional design frameworks, adult learning theory, assessment approaches and accessibility considerations, with the ability to apply these in practice to deliver effective learning experiences.
- Demonstrated experience acting as a trusted advisor, providing guidance on instructional design approaches, learning modalities, assessment methods and learner engagement strategies to inform decision-making and ensure fit-for-purpose outcomes.
- Demonstrated ability to partner with subject matter experts, leaders and business stakeholders to scope, prioritise and co-design learning solutions, building strong relationships and achieving alignment with organisational priorities.
- Ability to manage competing priorities, scope and prioritise work, and deliver multiple learning initiatives within timeframes, while maintaining quality and responsiveness to business needs.

QUALIFICATIONS AND OTHER REQUIREMENTS

- Cert IV in Training and Assessment.
- 3+ years experience managing end to end Learning Development projects.
- Staff members must hold a valid WWCC and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

HIGHLY DESIRABLE

- A relevant Bachelor qualification in education, learning and development, instructional design, organisational development, human resources, or a related field (or lesser qualifications with commensurate experience).
 - Qualification in eLearning development, adult education, UX writing or related discipline.
 - Experience using learning management systems and digital authoring tools such as Articulate 360, Rise, Storyline, Camtasia or similar.
-

INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

The following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Work with clients who may have a physical, psychiatric, or sensory disability.	Occasional
	Interact with clients and members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Work with complex clients which may expose you either directly or vicariously to emotionally challenging concepts such as self-harm, trauma, illegal activity and/or violence.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Not Applicable
	Work in a client's home or their family home alone and/or with others.	Not Applicable
	Represent, advocate, and cooperate with legal processes which may include attendance to court.	Not Applicable
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Occasional
	Work via computer from home as required.	Regular
	Work office hours with the possibility of extended hours. Flexible arrangements by agreement.	Occasional
	Work rostered hours with the possibility of overtime.	Not Applicable
	Work on-call after hours.	Not Applicable
	Work in an open plan office with no assigned desk.	Daily
	Work in buildings which may require the use of stairs or elevators.	Regular
	Sit at a computer or in meetings/meeting rooms via video conference facilities or in person for extended periods.	Daily
	Work in educational or community facilities.	Occasional
	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Undertake training and professional development activities both internal and external to the organisation.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, data entry, writing reports, case notes/plans and client records. Manage resources and budgets. Research and analyse information and data.	Daily
	Use technology including computers, photocopiers, telephones including mobiles, projectors, televisions, video conference facilities and electronic whiteboards.	Daily