POSITION DESCRIPTION

LEARNING AND DEVELOPMENT SPECIALIST

Position Information

The Queensland Council of Social Service (QCOSS) is Queensland's peak body for the social service sector. Our Vision is to achieve equality, opportunity, and wellbeing for every person, in every community.

QCOSS is a conduit for change. We bring people together to help solve the big social issues faced by people in Queensland, building strength in number to amplify our voice. We create positive social change through our work in effective advocacy, influencing policy development, engaging, and empowering our members, the social service sector, and communities. QCOSS is part of the national network of Councils of Social Service lending support and gaining essential insight to national and other state issues.

QCOSS is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and therefore, support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation etc are recognised and celebrated.

Position Purpose:	Lead the design, development and delivery of learning and capability-building initiatives that strengthen the Queensland community services sector through the QCOSS Excellence Framework and other workforce development priorities.
Reports to:	Executive Director, Sector Workforce Planning and Development
Team/Unit/Office:	Brisbane (West End)
Qualifications and Experience:	Tertiary qualification in Human Services, Learning Design or similar underpinned with relevant demonstrated experience to fulfill the requirements of the position.
Hours of Work and Term of Employment:	Full-time (38 hours/week) permanent position. This position provides flexible working conditions including flex and time off in lieu provisions.
Salary/Classification:	QCOSS/TSU Enterprise Bargaining Agreement 2023 Level 7 – $129,734 - $135,159 per annum dependent on qualifications and relevant experience. Super of 13% in addition to salary packaging benefits apply.

Key Responsibilities and Outcomes

Learning Design and Sector Capability Building

- Lead the design, development, delivery and evaluation of sector capability-building initiatives.
- Identify workforce development and capability-building needs within the community services sector and develop responsive supports, resources and programs to address those needs.
- Apply learning design methodologies and adult learning principles to create engaging and effective learning experiences.
- Design and develop engaging learning solutions, including eLearning courses, webinars, workshops and resources, using contemporary learning technologies and authoring tools.
- Translate complex information, evidence and concepts into practical and accessible learning experiences for a range of audiences.
- Support organisations to strengthen capability across the seven areas of excellence.

Digital Learning and Project Delivery

- Lead the administration, maintenance and continuous improvement of QCOSS' Learning Management System (Litmos).
- Manage learner enrolments, assessments, reporting and user experience within the Learning Management System.
- Lead learning, workforce development and capability-building projects from planning through to implementation and evaluation.
- Take personal responsibility for significant projects or initiatives, solve problems, and ensure delivery of contracted deliverables, including preparing and submitting reports as required.

Communication and Stakeholder Engagement

- Build and maintain productive relationships with community service organisations, government, subject matter experts and other stakeholders.
- Facilitate webinars, workshops, communities of practice and other learning activities.
- Provide high-quality learning resources, presentations, reports and other written materials.
- Provide specialist advice and expertise in learning design and digital learning approaches across QCOSS projects and initiatives.
- Represent QCOSS externally and ensure professional relationships are characterised by QCOSS values.

Judgement, reasoning & problem solving

While reporting to the Executive Director Sector Workforce Planning and Development you will be expected to operate autonomously and as an effective and contributing team member. You must have the ability to think laterally and apply professional judgment to situations, develop models for analysing issues, demonstrate initiative and draw on your existing knowledge, skills, and experience to manage extensive programs or projects in accordance with organisational objectives.

You will be responsible for multiple projects and will be expected to manage competing work pressures, including being able to communicate requirements for additional support and/or resources. You will however defer to the Executive Director where there is a requirement to elevate a situation outside of your scope of experience and/or knowledge or for issues of a sensitive nature.

Behaviours

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures, and in doing so demonstrate our organisational values of:

STRENGTH **OPTIMISM** **RESPECT**

QCOSS employees are expected to demonstrate awareness and respect for First Nations Peoples cultures, histories and traditions and social issues that may impact on their ability to engage and participate in programs and services.

Interpersonal skills/communication

You will be expected to take personal responsibility for achievement of your own work, set priorities within established plans with guidance from your manager, display initiative and focus on achieving team and organisational objectives.

The ability to listen to seek understanding is essential in addition to working collaboratively, building, and maintaining professional relationships internally and externally and resolving conflict. Producing work which is accurate is a critical requirement of the role.

Selection Criteria

1. Relevant qualifications and high-level expertise in learning design, adult learning principles, and the development of capability-building initiatives.
2. A strong understanding of the Queensland community services operating environment, including the quality frameworks, legislation and methodologies that underpin the sector.
3. Highly developed interpersonal, presentation and engagement skills with the ability to build relationships, facilitate learning, and communicate effectively with internal and external stakeholders.
4. Demonstrated experience developing and delivering learning solutions across a range of formats including eLearning, webinars, workshops and resources.

5. Demonstrated experience administering Learning Management Systems and developing digital learning solutions using authoring tools.
6. Demonstrated project management, problem solving and analytical skills, including the ability to manage multiple priorities in a dynamic environment, and deliver agreed milestones and outcomes.
7. Demonstrated high-level attention to detail and strong written communication skills, including the ability to develop learning materials, reports, presentations and other resources that meet the needs of the target audience.
8. Experience with Microsoft 365, SharePoint, Teams, Dynamics and Monday.com (highly desirable).
9. Commitment to social justice, QCOSS values and the role of the community services sector in delivering services to vulnerable Queenslanders.

Additional Criteria/Information

- This position may require some out of hours work and intrastate travel.