

Position Description

Learning and Development Specialist

Purpose

The primary purpose of this role is to develop and deliver training and education on Victoria's renting system and working with renters. Through the development and delivery of high-quality education, training and practical resources, the role enhances the knowledge, skills, and confidence of people working with renters to provide accurate information, effective advocacy and responsive support.

The role contributes to a more informed renter community by delivering tailored information sessions, training, and engagement activities directly to renters as required. With a particular focus on multicultural communities and other priority groups, the role helps increase access to tenancy information, strengthen understanding of renter rights and responsibilities, and improve access to appropriate support services. This role plays an important part in building sector capability, fostering community empowerment, and supporting better housing and tenancy outcomes for renters.

Context

Tenants Victoria is Victoria's specialist tenancy law community legal centre. We provide legal assistance to renters and advocate and campaign for reform to residential tenancy law and practice. Through our education and training programs, we support other community organisations to build their capability to assist clients.

Our service assists renters living in private rental, public and community housing, rooming houses and caravan parks to maintain fair, secure and dignified housing. We provide tenancy law advice by phone and email, negotiation assistance, representation and advocacy.

Tenants Victoria's aim

A safe, secure, and affordable home for every Victorian renter in a fair housing system.

Tenants Victoria aims to realise this vision by helping people, giving renters a voice, and shaping new practices and attitudes to renting and housing.

Objectives

- To provide learner-centred education, information and capacity-building approaches that strengthen the knowledge and confidence of people working with renters, and renters themselves.
- To build the skills, knowledge and behaviours required to effectively support renters and improve outcomes across diverse communities and settings.
- To develop and maintain relationships, partnerships and networks that inform education programs, resource development and advocacy priorities.
- To identify emerging themes, gaps and opportunities, and develop responsive approaches that meet the information and learning needs of renters in priority cohorts.

Key responsibilities

To further the above objectives the key duties of the position include but are not limited to the following:

- Develop, deliver and evaluate workshops, webinars, training programs and other educational activities for people working with renters.
- Develop, deliver and evaluate renter rights education activities to diverse groups, including those engaged through multicultural and community programs.
- Contribute subject matter expertise to the development, review and maintenance of eLearning programs and other digital learning resources.
- Consult with key stakeholders, including renters where appropriate, to ensure tailored, learner-centred and responsive renters' rights education programs align with funder deliverables and organisational strategic priorities.
- Support the implementation and continuous improvement of renter support service systems by developing capability-building initiatives, promoting consistent application of cross-service protocols, and facilitating knowledge sharing across organisations.
- Identify emerging issues, trends and opportunities in the renting system through community engagement, stakeholder consultation and environmental scanning.
- Provide advice and recommendations on issues and community needs as identified through community networks and program delivery.
- Explore and implement appropriate digital and AI-enabled approaches to enhance program design, delivery, evaluation and accessibility, consistent with organisational policy and ethical practice.
- Plan, manage and document program activities to ensure deliverables are achieved in accordance with organisational priorities and funding requirements.
- Other duties as directed.

General duties

- Commitment to the purpose and values of Tenants Victoria.
- Work cooperatively with all staff members to advance the organisation and strengthen the service delivery model.
- Assist with continuous improvement of Tenants Victoria.
- Participate effectively in Tenants Victoria planning initiatives, policy and procedure development, and strategic projects as required.
- Develop and strengthen networks and engage the support and involvement of a range of individuals and organisations.
- Participate in meetings (internal and external) as required.
- Other duties and projects as required.

Key selection criteria

Required skills, knowledge & attributes	The following skills, knowledge and attributes are required to be demonstrated: • Experience designing and delivering learner-centred education, training, information sessions and resources that communicate complex concepts in an accessible and engaging way. • Demonstrated knowledge of any of the following: client-centred and trauma informed practice; the intersection of housing and the needs of financially disadvantaged communities, including victim survivors of family violence, older people and multicultural individuals, or the renting system. • Ability to develop and maintain detailed and current knowledge of the Residential Tenancies Act 1997 (Vic) and related housing issues. • Highly developed written and verbal communication skills, including the ability to prepare presentations and stakeholder communications in line with audience need and organisational style guide. • Experience evaluating education, training, community engagement or other projects or program activities and using findings to improve future programs and resources. • Demonstrated ability to consult and collaborate with stakeholders, including training recipients and people with lived experience. • Ability to identify emerging issues, trends and opportunities and translate these into practical advice, educational programs, resources and reports.
Mandatory skills and experience	The following qualifications and experience are required for the position: • Qualifications in social work, human services, welfare, education and training or other relevant qualifications and/or extensive experience working in the housing sector. • Demonstrated experience designing and delivering education, training, workshops or information sessions to adult learners and/or community audiences.
Desirable skills and experience	The following skills are desirable for this position: • Experience contributing to the development of online learning resources, eLearning content or digital education programs. • Experience working with varied stakeholder groups and delivering responsive education and engagement activities. • Understanding of plain English and/or Easy English principles. • Certificate IV in Training and Assessment

Employment conditions

Type	• Full-time
Hours	• 38 hours per week, 3 days in the office • Some regional travel and out of hours work as required
Contract length	• Permanent
Reports to:	• Manager, Sector Support and Capability
Location	• Melbourne CBD
Classification	• SCHADS 5.1 – Pay rate \$55.83 per hour
Salary & conditions	• \$110,320.08 gross per annum, plus a 12% employer contribution to superannuation.
Other benefits	• Generous salary packaging is available, together with annual leave loading, bonus leave over the Christmas and New Year period, and flexible work arrangements.

Version control

Version number	Date	Document owner	Approved by	Next review
1.0	October 2026	People & Culture	CEO	1.0

This position description outlines the current responsibilities of the position. These will be reviewed regularly with the staff member and are subject to change according to the needs and priorities of Tenants Victoria.