

POSITION DESCRIPTION

TRAINING COORDINATOR

Position Title	Training Coordinator	
Award	NES	
Time Fraction/Tenure	Part-time. 22.8 hours pw	
Service/Business Area	Corporate Services	
Location	Head Office, 24 Toomuc Valley Rd, Pakenham	
Accountable & Reports to	GM Corporate Operations	
Position/s Reporting to this Position	None	
Information Contact	GM Corporate Operations	Telephone (03) 5941 1535
Organisation Overview		
<p>Outlook works towards achieving its primary vision, which is Inspiring Inclusive Communities, diversity and opportunity, valuing all people'. We promote the empowerment of people with disabilities and disadvantage to participate in community life. Our commitment is to people having choice and enabling people with a disability to have the same rights and opportunities as other members of our community.</p> <p>Outlook is a social enterprise, meaning it runs successful and ethical businesses that fund investment back into our people. Outlook Environmental, our commercial business, also contributes to further social outcomes through employment and skill development opportunities as well as positive environmental outcomes.</p> <p>Outlook is committed to providing a safe and healthy work place and environment in which the physical and psychological wellbeing of staff, service users and the community is protected.</p>		
Position Overview		
<p>Reporting to the General Manager Corporate Services the Training Coordinator will design, develop, and deliver training programs as well as coordinate the smooth and effective roll-out of training programs across the organisation. Training will largely be delivered at Outlooks various sites and as such this position will partner with line/site managers to drive training strategies and programs and ensure training systems are in place, functioning, auditable and value adding to the overall operation of organisation. This position will assist in the implementation of Outlooks on-line Training Management System and provide subject matter expertise and administration of the system as well as support to users across the organisation.</p> <p>This position is located at Outlooks Head Office, Pakenham and requires a mix of time seated at a desk in front of a computer with travel to Outlook's various sites located across the Northern & Southern suburbs to deliver training.</p>		
Key Result Areas and Associated Tasks		
<p>The Training Coordinator has 6 primary areas of responsibility:</p> <ul style="list-style-type: none"> • Training Needs Analysis 		

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Key Result Areas and Associated Tasks	
<ul style="list-style-type: none"> • Training Program development • Program Delivery & Coordination • System Support • Stakeholder engagement • Quality and OH&S 	
Training Needs Analysis	<ul style="list-style-type: none"> ▪ Conduct TNA across the organisation to inform the training program required, at various levels across the organisation, to meet HR and compliance requirements or to support projects. ▪ Collaborate with line managers to identify areas for improvement. ▪ Develop training plans to meet needs identified in TNA and organisational requirements
Training Program development	<ul style="list-style-type: none"> ▪ Design and develop corporate wide training programs to meet requirements of TNA or support projects, e.g. rollout of new systems, policies, OHS. ▪ Select appropriate training methods or activities (e.g. on-line, one-on-one, mentoring, on-the-job training, professional development classes), to suit individuals with various abilities, to achieve maximum benefit. ▪ Develop training programs and resources, including End User guides, quick reference cards, PowerPoint presentations, activity templates, on-line learning modules etc ▪ Develop Assessment tools to measure training effectiveness
Program Delivery & Coordination	<ul style="list-style-type: none"> ▪ Manage the Corporate Training plan and project based training, to ensure all training is delivered and feedback on sessions is communicated to relevant parties to ensure continuous improvement. ▪ Manage the training system, including content management, course delivery, tracking employee progress and reporting ▪ Deliver training as required, in partnership with Line Managers
System Support	<ul style="list-style-type: none"> ▪ Participate in the implementation of new related systems to achieve Super User knowledge base ▪ Provide administrative support to end users across the organisation ▪ Provide Super User (non-technical) system support to end users

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Key Result Areas and Associated Tasks	
	<p>across the organisation</p> <ul style="list-style-type: none"> ▪ Develop training programs to support end users in the rollout and ongoing use of the system ▪ Liaise with the Software Vendor to resolve day to day issues
Stakeholder engagement	<ul style="list-style-type: none"> ▪ Build and maintain relationships with management across the organisation in order to successfully deliver training programs, provide mentoring, coaching and support ▪ Contribute to the promotion of Outlook to the general public
Quality and OH&S	<ul style="list-style-type: none"> ▪ Act in a safe and healthy manner to positively impact the workplace and environment to ensure that the physical and psychological wellbeing of yourself, colleagues, participants and the community is protected. ▪ Report all hazards, risks, injuries and incidents immediately to your manager ▪ Demonstrate Outlook values in your daily role ▪ Ensure you deliver your role within the specified requirements of Outlooks code of Conduct ▪ Full compliance with Outlooks Policies and Procedures
Key Selection Criteria	
<p>Selection will be based on assessing an applicant’s skills, knowledge, past performance and other personal qualities relevant to the work assignment, as listed below</p>	
Mandatory	<ul style="list-style-type: none"> ▪ Certificate IV Training and Assessment ▪ Previous experience (5 years+) in a similar role. ▪ Experience across various training methods, including on-the-job, classroom, one-to-one, coaching, mentorship programs and e-learning. ▪ Well-developed written and verbal communication skills with the ability to produce high quality documentation. ▪ Demonstrated experience in MS Office and information technology systems with an aptitude to learn new systems. ▪ High level problem solving and analytical skills ▪ Proven experience working independently with minimal supervision and collaboratively in a team environment. ▪ Demonstrated organisational and time management skills

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Key Selection Criteria	
Selection will be based on assessing an applicant's skills, knowledge, past performance and other personal qualities relevant to the work assignment, as listed below	
	<p>including the ability to prioritise, plan and coordinate to successfully manage competing issues and meet deadlines.</p> <ul style="list-style-type: none"> ▪ Ability to exercise initiative, discretion, judgment and maintain confidentiality. ▪ Strong interpersonal skills and ability to collaborate with a diverse group of staff.
Desirable	<ul style="list-style-type: none"> ▪ Previous experience working with people with disability, diverse backgrounds and levels of IT, numeracy and literacy skills
General Employment Information	
Police Records/Working with Children Check	This position is subject to a satisfactory police check and working with children check prior to commencement, at the applicants own expense.
OH&S	Outlook management is committed to providing a safe and healthy work place and environment in which the physical and psychological wellbeing of staff, participants and the community are is protected. Outlook personnel are responsible for maintaining a safe and healthy workplace and environment in which the physical and psychological wellbeing of colleagues, participants and the community is protected.
Pre-existing Injury or Medical Condition	<p>Each applicant will be required to complete a pre-existing injury/medical form and attend a Pre-employment Medical Check</p> <p>WorkSafe Victoria states that failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of this proposed employment, could result in that injury or illness being ineligible for future compensation claims, and could breach the Occupational Health & Safety Act.</p>
Learning and Development	Outlook has a learning Culture and encourages and expects staff to participate in and undertake meaningful and relevant knowledge and skills development opportunities.
Leadership	Outlook's Leadership Framework provides a consistent approach to leadership development for employees across all levels and positions, representing the standard for leadership behaviours for employees to aspire to. It is the responsibility of all employees to contribute to the leadership process and to develop and empower the leadership

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General Employment Information	
	capacity of colleagues
Licence Requirements	An ongoing current Victorian Drivers Licence is required.
Other Requirements	Employees exiting Outlook may be required to complete a pre-exit medical and exit interview.
Probationary Period	This position is subject to a six month probationary period during which time the employee will be assessed as to their suitability for continued employment.
Core Outlook (Vic) Inc. Values	
Integrity	<ul style="list-style-type: none"> ▪ Outlooks commitment to integrity exemplifies honesty, trust, equality and respect for the individual. ▪ Accountability and a Duty of Care to staff, service users, families, each other and the wider community. ▪ Fostering dignity and self-esteem through respect for the rights of the individual.
People Focused	<ul style="list-style-type: none"> ▪ Personalising by being open minded, empathizing, listening, and supporting individuals. ▪ Promoting empowerment and inclusion through Advocacy with individuals and on behalf of communities. ▪ Working as a team player dedicated and committed to empowerment and personalized approaches. ▪ Building trust with stakeholders, partners and wider community. ▪ Providing opportunities for personal growth and inclusive relationships. ▪ Outlook puts people first, by encouraging and supporting individuals to meet their potential
Inclusion	<ul style="list-style-type: none"> ▪ Working together to facilitate flexible opportunities for individuals to be accepted, participate and belong. ▪ Partnerships with the wider community, leads to meeting the needs and expectations of people
Ethical Business	<ul style="list-style-type: none"> ▪ Entrepreneurial business that is conducted in a way (ethical manner) that includes: Quality, partnerships, training / education, communication, OH&S (staff welfare, life balance), environmental, legal compliance, efficiency, inclusiveness, outcomes and flexibility
Diversity	<ul style="list-style-type: none"> ▪ Promote and provide choices through progressive innovation.
Continuous Improvement	<ul style="list-style-type: none"> ▪ Excellence in service delivery and personalized outcomes through

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Core Outlook (Vic) Inc. Values	
	commitment to quality, accountability and continuous improvement.