

# Position Profile

## Lead Practitioner – Practice Development

### Position

This position is within National Office. It is part of the Practice and Impact Management team.

- This position reports to the Learning and Development Specialist
- Reporting line may vary depending on location and service size
- This position does not have any direct reports  This position may have direct reports, positions vary
- This position has the following direct reports:

This position is designated Band 5 under the *Schedule of Authorities and Delegations*

- This position is a budget holder  This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance

### Purpose

The purpose of this position is to implement the variety of Practice & Impact Management activities within a learning culture. The role is about ensuring that the embedding of our frameworks and skill development is evidence based and grounded within practice. In conjunction with the Learning and Development Specialist, the role has a primary focus on practice implementation and employee capability in delivering practice tools, methodology and activities. The role ensures that training materials are not only content correct but have adult learning principles applied and learning structures embedded within them.

**To achieve this purpose, the position holder would typically:**

**Focus**

- Under the direction of the Learning & Development Specialist, support the learning and training needs in implementing a variety of activities and frameworks delivered by the Practice and Impact Management team
- Develop and implement learning packages including resources, online modules and face to face/online training to address L&D practice needs and priorities and support a consistently high standard of safe and effective service delivery across all areas of The Benevolent Society.
- Lead the various train-the-trainer participants within The Benevolent Society across a variety of areas, inclusive of but not limited to, Resilience Practice Framework, Safe Home visiting, deescalating aggressive behaviours and ensuring they are delivering effective training for others.
- Develop and deliver a program of coaching and staff development in areas identified by the Practice and Impact Management team.
- Contribute to the creation and implementation of competency requirements of staff to deliver quality, seamless service delivery.
- Contribute to the identification and assessment of current and future learning and development (L&D) needs and priorities within the organisation in consultation with managers, staff and external stakeholders.
- Identify and assess quality training providers to deliver accredited and non-accredited training activities to address identified needs
- Contribute to the regular review and development of the TBS Practice Frameworks and ensure the Frameworks are embedded in the learning packages and other L&D activities.
- Evaluate and report on the effectiveness of learning packages to ensure the application of skills and techniques are meeting organisational requirements, identify and implement changes to improve the effectiveness of the package.
- Assist in the preparation of presentations and publications for both internal and external audiences.

**When things are going well we would expect to see these outcomes:**

**Outcomes**

- We anticipate the learning needs of staff rather than have these requested.
- No matter what service they provide, staff have the support, tools and training they need to deliver high quality service delivery.
- We have a clear understanding of how our learning is embedded within practice and can evaluate the effectiveness of our learning programs.

**We work collaboratively with others, however this position works close closely with:**

**Relationships**

**Within The Benevolent Society:**

- Principal Practitioners
- Manager, Impact Measurement
- Senior practitioners within the PIM team
- Learning & Development Specialist
- Managers and staff within service operations

**Outside The Benevolent Society:**

- Educational and industry sector partners
- Vendors, contractors and suppliers

**To achieve the position purpose and outcomes the position holder will need to have:**

Individual

- A degree in a relevant field, for example adult education, business, community services or similar.
- Demonstrated extensive experience in developing, implementing and evaluating learning and development activities, including facilitating workshops, developing online modules, learning packages and other resources and tools to support practice development.
- Experience in developing and implementing best practice adult learning options through a variety of methods including authoring tools such as Articulate.
- Practice experience in a community services or not for profit organisation.
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines.
- Strong computer literacy skills with the capacity to work with various management reporting systems.
- Proven ability to work effectively and as part of team to enhance positive workplace culture.
- High level ability to develop relationships and partnerships with managers and employees.
- Ability to use initiative and think laterally and strategically.
- A sense of creativity and innovation to identify and develop solutions that clients may not have considered or are not expected.
- Your approach to learning and development is evidence-based and you have experience working in the community services industry.
- You have a solid understanding of culturally aware, trauma informed, child safe, person-centred support and reflective practice.

**This position may require some flexibility in terms of travel or hours of work:**

Travel

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions will be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

**Those with knowledge of this position say the things that might make your day are:**

Context

- Being part of a culture where clients really are at the centre of what we do.
- Staff feel well supported and capable of delivering individually tailored, person centred services across the organisation.
- Seeing client experiences and perspectives contributing to the development of great practice at TBS.

**Those with knowledge of this position say some key challenges you might experience are:**

- Working with diverse and geographically dispersed teams and finding solutions that meet their needs
- Multiple competing priorities for operational teams requiring agility and innovation to get things done
- Working within a matrix structure where using influencing skills is essential to eliciting change.

Approvals

Approver

Date: 9 March 2021

Position Code:

Review history

Advertising

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.