



feros care

Position Description Training Facilitator and Assessor (LAC)

Stage:
Issued

Version:
1.004016

Group:
**HR/Position
Description**

Reports To:

Training Facilitator and Assessor Manager (LAC)

Employment Status:

Full Time, Fixed Term

Grade/Award:

Salaried

Primary Objective:

As a key member of the Learning and Development team the Training Facilitator and Assessor (LAC) will both develop and deliver motivating, engaging and inspiring training programs to support Feros Care's Local Area Co-ordination Service in achieving the organisation's Lifelong Learning value, meet legislative requirements and support staff and participants to fulfil their personal growth and professional development goals.

This role will work collaboratively with subject matter experts, stakeholder and staff to develop learning programs, deliver training courses, and undertake workplace competency assessments throughout Feros Care's national footprint.

Key Responsibilities:

Section A - Key Role Specific Responsibilities

- Delivery of appropriate and approved training to staff and stakeholders from across the organisation, including participants
- Development of learning content, session plans and assessments for all mediums, such as Face to face, webinars, e-learn, collaboration platforms
- Co-ordination of training events, including the preparation of any materials, room booking, catering (if required), invitation and RSVP management
- Delivery and assessment of accredited programs following the requirements as outlined under the Australian Quality Training Framework (AQTF)
- Work with our Registered Training Organisation (RTO) partners to ensure competency and training records are submitted and maintained to meet compliance requirements
- Provide feedback coaching and support to employees and contractors in a range of locations/formats including virtual learning support
- Develop and adapt learning programs to meet the changing needs, diverse audiences and virtual delivery environments
- Work effectively with subject matter experts and stakeholders to ensure training materials are current, meet legislative requirements and organisational needs
- Provide internal (quality assurance) review of learning solutions to ensure the materials and assessments align to Feros Care's and industry requirements and report on program outcomes
- Report on the performance of students to supervisors
- Internal recording and maintenance of training and assessment records using the organisation's Learning Management System (LMS) and filing procedures
- Creation and maintenance of Local and scheme knowledge via training, procedural and reference guide updates
- Actively participate in special projects, initiatives or programs as required

Section B - Our Common Purpose

Contribution to Culture:

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our six core Values are the foundation of our decision making, reward, recognition and culture, which we practice every day. As part of the Feros Care team you are expected to display the following values in everything you do.

- Ensure everyone belongs and is an essential part of the Feros Community - **Everyone Matters**
- Take responsibility for your own learning and development and commit to a continuous journey of personal growth - **Life Long Learning**
- Contribute to an environment filled with energy, laughter and purpose - **Positive Energy**
- Always strive to be the best you can and surpass expectations - **Service Excellence**
- Think outside the square to inspire new ideas for excellence - **Innovative Thinking**
- Commit to professionalism and accountability - **Absolute Integrity**

Leading with Technology:

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

Work Health and Safety (WHS):

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Rapidly builds and maintains strong collaborative, partnering relationships
- Has a friendly and cheerful demeanour
- Embraces new technology
- Thinks 'big picture' and strategically whilst keeping an eye on the day to day detail
- Resilient when under pressure
- Consistently energetic and enthusiastic
- Tirelessly determined to complete tasks and 'see them through'
- Shares skills, knowledge and expertise proactively
- Can flex style and approach to suit the needs of the situation
- Helps others to adapt to change, motivating and coaching them through the process
- Has a positive 'can do' attitude
- Plans and allocates appropriate time for tasks
- Motivates team and celebrates achievements
- Recognises potential and nurtures growth in others through coaching and feedback
- Communicates a vision which sparks excitement in others

Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

Essential Criteria for Position:

Essential Skills, Experience and Knowledge:

- Minimum of two (2) years experience in training development, delivery and assessment under the Australian Quality Training Framework or relevant industry experience
- Have a passion for training and a natural ability to deliver motivating, engaging and inspiring training
- Experience and expertise necessary to deliver engaging training and ensure course outcomes are met
- Experience in training people of all ages, cultures and diverse job roles
- High level of computer literacy
- Excellent written, verbal, communication and presentation skills
- Demonstrated organisation and time management skills

Qualifications, Certificates and Registrations:

- Hold a current driver's licence and have a reliable registered vehicle

Additional Information:

- Prepared to travel nationally and be flexible with working hours to accommodate organisational needs

Desirable Criteria for Position:

- Qualification in adult learning/education - minimum Certificate IV in Workplace Training and Assessment (TAE40110)
- Experience in delivering aged care or health qualifications within the AQTF
- Knowledge to allow operation within a formal Competency Management System (CMS) / Learning Management System (LMS)

Summary of Specific Responsibilities

Defined in	Responsibility
Reasonable Workplace Adjustments : HR and OHS	Training Facilitator and Assessor (LAC)

Other related Team/Group based responsibilities for **Training Facilitator and Assessor (LAC)**

Incumbent Statement:

I have read, understand and accept the above Position Description for Training Facilitator and Assessor (LAC).

Signed: Date: ... / ... /

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