



Position Description Training Facilitator and Assessor

Stage:
Issued

Version:
1.004065

Group:
**HR/Position
Description**

Reports To:

Project Manager, Learning and Development

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 will both develop and deliver motivating, engaging and inspiring training programs to support Feros Care in achieving the organisation's Lifelong Learning value, meet legislative requirements and support staff to fulfill their personal growth and professional development goals.

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

Key Responsibilities:

- Delivery of appropriate and approved training, including the preparation of session plans and resources in a face-to-face and virtual environment
- 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 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

- Actively participate in special projects, initiatives or programs as required.

Culture:

Promote and develop a culture within the team that reflects the values and care principles of Feros Care by:

- Ensuring all staff feel they are a valued and important contributor to the team (**Everyone Matters**)
- Promoting and committing to a continuous journey of personal growth of all staff and clients (**Life Long Learning**)
- Creating an environment of ensuring laughter and purpose for both clients and staff (**Positive Energy, Fun**)
- Striving to do the best we can always (**Service Excellence**)
- Thinking outside the square to inspire new ideas (**Innovative Thinking**)
- Committing and accountability to the professional and ethical standards of behavior, individually and within the team (**Absolute Integrity**).

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 and 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.
- 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).
 - hazards and incidents including any malfunction or inadequacies of equipment. Correct minor hazards as applicable.
- Attend and actively participate in WHS and other mandatory training.

Key Competencies:

1. Results Focus:

- Pursues work with energy, drive, and a need for completion
- Applies innovative ideas
- Adapts to varying work situations and is flexible in your approach to resolving challenges
- Takes initiative with a clear business purpose in mind
- Continually seeks to improve business processes

2. Interpersonal Communication:

- Acts with integrity
- Treats others with respect
- Communicates openly and honestly
- Communicates with tact
- Resolves conflicts in a positive way
- Expresses self verbally in a clear and organised way
- Expresses facts and thoughts in writing in a clear and organised way

3. Personal Effectiveness:

- Continuously learns and develops
- Identifies own strengths and weaknesses
- Helps co-workers learn and develop and assist when they are having difficulty
- Defines and solves problems
- Takes responsibility for actions
- Uses time and resources wisely
- Organises and prioritises work
- Prepares for potential problems before they occur

4. Teamwork:

- Values the input and know-how of other team members
- Asks for help when needed
- Offers help to other team members when needed
- Builds trust and respect among fellow team members
- Takes actions that demonstrate consideration for the feelings and needs of others

5. Leadership:

- Uses knowledge of organisation and relationships to achieve results
- Ability to see the big picture, yet still focus on detail
- Uses knowledge of emerging trends and external forces to set direction
- Confronts inappropriate behaviour
- Communicates high standards and expects ethical behaviour
- Leads by personal example
- Keeps confidences and honours commitments

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.

References to Standards and Legislation:

ISO 9001 6.0: Resource Management **6.2.1:** General

Essential Criteria for Position:

- Prepared to travel nationally and be flexible with working hours to accommodate organisational needs
- Hold a current driver's licence and have a reliable registered vehicle
- Minimum of two (2) years experience in training development, delivery and assessment under the Australian Quality Training Framework
- Qualification in adult learning/education - minimum Certificate IV in Workplace Training and Assessment (TAE40110)
- 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
- Strong organisation and time management skills.

Desirable Criteria for Position:

- 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
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Note: Refer to Procedures, Work Instructions and Practice Documents to view the responsibilities of this Position.

Approval

I approve the above Position Description

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

Position:
(Supervisor/Manager)

Incumbent Statement :

I have read, understand and accept the above Position Description.

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

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