

Capability Development Partner



The purpose of this position

The **purpose** of the position is to deliver learning solutions that strengthen practice capabilities that strengthen practice capabilities and support the implementation of evidence-based practice and work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person-centred, connected, effective and safe

About the position

- This position is within People and Culture directorate.
- This position **reports to** the Senior Capability Development Partner.
- The position leads a team. The team includes [Click or tap here to enter text.](#)
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position may be advertised externally as Trainer, Learning and Development Partner
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Deliver onboarding and continuous capability development initiatives through a variety of formats, including in-person and virtual training, workshops, one-on-one coaching, and ongoing support for team members across the organisation.
- Collaborate in the design and development of capability solutions by leveraging research, stakeholder consultation, and industry best practices.
- Develop engaging support materials and media (e.g. audio, video, simulations, role plays, interactive games) to enhance the learning experience and promote practical application. To support the development and delivery of training, coaching and team members development.
- Support the Capability & Culture team in identifying and evaluating current and emerging best practice learning and development needs and priorities across Benevolent, through collaboration with clients, leaders, frontline team members, and other key stakeholders.
- Develop and maintain communication strategies to enable teams understanding of their requirements for training and how and when they can access it.
- Consult with the business to gain insight and feedback to ensure continuous quality improvements of any capability building resources/learning/training material provided.
- Manage and support course enrolments, track and report on completions in the learning management system.
- Actively coach and support the Learning Facilitators to deliver engaging training.
- Respect and promote human rights and diversity and commitment to building an inclusive culture.

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Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

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

- Quality training that meets compliance, audit and best practice needs of our people.
- Right fit learning solutions that achieve results.

Key Capabilities

Essential criteria

- Certificate IV in Training & Assessment or relevant qualifications and experience in training delivery.
- Qualification in Human Services or related field.
- Demonstrated experience working within workplace training roles or delivering training to a wide variety of audiences, including senior staff.
- Minimum 3 yrs experience in service delivery within child, youth & family or aged care services.
- Experience with blended modes of learning design and delivery.
- Knowledge and demonstrated application of adult learning theory.
- Knowledge and demonstrated application of instructional design skills in creating training materials.
- Positive, agile nature to adapt to a constantly changing environment while delivering outcomes.
- An ability to undertake regular periods of travel away from home.

Key attributes

- Demonstrated experience working with, and/or knowledge of best practice approaches to implementing to building capability.
- Demonstrated understanding of (and experience working with) contemporary adult learning principles.
- Working in a geographically dispersed team

People who know this position say that

People who know this position say the things that might make your day are:

- Being part of a culture where clients really are at the centre of what we do.
- Delivering amazing learning experiences that engage learners and help them do their job.
- 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 Benevolent.

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People who know this position say some key challenges you might experience are:

- Managing stakeholder expectations and differing levels of knowledge across the business
- Maintaining own wellbeing during periods where issues are particularly challenging, repetitive or workload is high
- Pace and scope of change within the business and in the sector generally

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Broader People & Culture team
- Practice Team
- Administration Staff
- Learning Facilitators
- Team Leaders, Managers & Senior Practitioners team members

Outside The Benevolent Society:

- Training Providers