

POSITION DESCRIPTION

Learning & Development Officer

SERVICE STREAM	People Culture & Risk
LOCATION	Wooloowin
CLASSIFICATION	Salaried
REPORTING RELATIONSHIP/S	Senior Manager- Learning and Development

OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This position is responsible for coordinating and supporting the development of effective learning and development programs and organisational development initiatives.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	<ul style="list-style-type: none"> Execute the duties and functions of the role within the mission and values of Mercy Community Services. Participate in mission formation programs and activities as required. The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.
2. Service Delivery	<ul style="list-style-type: none"> Coordinate the development, delivery and evaluation of employee learning and development activities and programs, to implement the MCS Learning and Development Plan and budget. Develop and facilitate in service training session/programs/packages for blended delivery including online, workbook and face to face events. Assist the development, delivery and evaluation of Leadership Development and formation programs. Prepare reports on professional development and training effectiveness. Provide consultancy service to managers and other staff on learning and development events and processes. In consultation with services, coordinate and optimise access to vocational training and government incentives. Assist with the development and implementation of organisational development processes and programs. Administer the MCS Learning Management System. Participate on committees, forums, focus groups and project teams as a learning and development resource as required. Able to make decisions within the area of responsibility with guidance and advice available from the Senior Manager. Strong ability to collaborate with others to achieve agreed results and outcomes. Liaise effectively with professional external organisations, networks and providers to progress learning and development initiatives at MCS.

Approved By: General Manager People Culture & Risk

Approval Date:	Nov 2017	Implementation Date:	Nov 2017	Review Date:	Nov 2019
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POSITION DESCRIPTION

Learning & Development Officer

KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> • Liaise with facilitators to ensure positive learning environments and outcomes.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Comply with all Mercy Community Services policy and procedures. • Perform duties in accordance with organisational requirements. • Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager. • Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. • Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure. • Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment. • Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. • Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements. • Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> • While at work, you must: <ul style="list-style-type: none"> ○ Take reasonable care for your own health and safety; and ○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and ○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and ○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you. • Whilst conducting work activities you must: <ul style="list-style-type: none"> ○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and ○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and ○ Attend safety meetings and inductions or training and participate in the safety program; and ○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> • Participate in staff development and team meetings. • Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines. • Other duties as directed.

POSITION REQUIREMENTS

Required to have

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- Tertiary qualifications in a relevant discipline or considerable experience in the area of training and development.
- Sound knowledge of training and development principles and practices.
- Demonstrated experience in developing and delivering training programs using blended delivery methods including online modules, workbooks and face to face events.
- Experience in supporting organisational development initiatives.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.

Beneficial to have

- Certificate IV in Workplace Training and Assessment
- Experience in administering an online Learning Management system.

KEY SELECTION CRITERIA

1.	Demonstrated experience in development and delivery of blended learning solutions including evaluation.
2.	Excellent written and verbal communication skills and computer literacy
3.	Ability to implement, organise and deliver L&D solutions to meet organisational needs and learning outcomes.
4.	Develop and maintain relationships with key stakeholders to provide a proficient L&D strategy.
5.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____

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