

Position Description

Position Title:	Learning & Development (L&D) Coordinator
Program/Section and/or Portfolio:	People and Culture
Location:	East Melbourne or Ballarat. Travel to other locations may be required.
Reports To:	Organisational Capability and Development Partner
Award and Classification:	Social, Community, Home Care and Disability Services Award 2010, Level 4

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
-------------------	--

About the Program/Section

Organisational Development team is responsible for developing and implementing strategies to enable our people to create an engaging and high performing culture. Our team works in partnership and collaboration with management and staff to design and deliver strategies, programs and initiatives that enhance the employees' capability, performance and engagement.

Position Summary

The L&D Coordinator is responsible for assisting the Organisational Capability and Development Partner to deliver strategies, programs and initiatives including but not limited to Leadership Development, surveys, such as the Employee Engagement Survey, Reward & Recognition Program and other programs aimed at the improvement of employee experience, retention and capability development. In addition, the L&D Coordinator is responsible for a range of tasks including but not limited to communication, record keeping, reporting and general administration of the programs.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Communication	<ul style="list-style-type: none"> • Draft communication related to program announcements and general administration • As the first point of contact, monitor the Outlook inbox and respond to general L&D enquiries, ensuring their timely acknowledgement and follow-up on resolution • Provide timely and accurate support and advice to employees on L&D related matters • Ensure the timely escalation of advanced queries to the Organisational Capability and Development Partner for resolution. • In collaboration with the Coordinator, Talent Acquisition and Employee Experience and Organisational Capability and Development Partner, develop our employer brand and promote CatholicCare Victoria, including developing an employee value proposition (EVP) in partnership with Engagement.
Program Administration	<ul style="list-style-type: none"> • Communicate effectively with stakeholders to define employee training needs and co-ordinate the delivery of effective training programs • Monitor and coordinate training, liaise with managers, employees and training providers and report on course completion rates • Support in planning and organising training sessions • Contribute to preparation of a range of presentation (including PowerPoint) and course materials • Support the Organisational Capability and Development Partner with the design and implementation of new programs, as well as maintaining the currency of existing ones

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	February 2023	Position Description Template Version:	November 2022
--------------------------------------	---------------	---	---------------

	<ul style="list-style-type: none"> • Provide support at meetings, training events and workshops when required, including notes taking and project administration • Co-facilitate workshops • Administration of expenses and financial forms such as PO requisitions, liaising with suppliers etc • Organise training room venues, accommodation, transport and catering for training attendees
Record keeping and reporting	<ul style="list-style-type: none"> • Monitor and record registrations and attendance to courses and workshops and draft reports • Assist with learning evaluation, monitoring of outcomes and management reporting • Ensure employee data and records are accurate
L&D Project Administration	<ul style="list-style-type: none"> • Contribute to a range of other L&D projects as required

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the direction of the Organisational Capability and Development Partner.

Position/s reporting to the Learning & Development (L&D) Coordinator:

Not applicable.

Authority:

The position is required to set outcomes within defined constraints.

Advanced decisions require the approval of the Organisational Capability and Development Partner (or the person in the acting role).

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- Operates as a member of the Organisational Development team
- Provides services to management and employees

External Relationships:

- Liaises with service providers as required to perform the responsibilities of the position

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Date of Position Description:	February 2023	Position Description Template Version:	November 2022
-------------------------------	---------------	--	---------------

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Key Requirements

Qualifications and/or Training

1. Qualifications in Human Resources and/or Learning & Development

Experience

2. Experience in Learning & Development administration
3. Proven experience in navigating Information Management Systems to facilitate People and Culture processes

Knowledge, Skills and Attributes

4. Demonstrated knowledge and application of employee lifecycle functions
5. Excellent written and verbal communication skills
6. Demonstrated ability to manage time and competing demands effectively
7. Attention to detail and the ability to work accurately
8. Demonstrated skills to using Microsoft Office including Outlook, PowerPoint, Excel and Word.
9. Demonstrated commitment to maintain appropriate confidentiality
10. Keen interest in learning new skills and development

Child Safety

11. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

CatholicCare Victoria reserves the right to advertise positions and make no appointment.