

## Position Description

<b>Title:</b>	Training & Development Consultant
<b>Business unit:</b>	Uniting Social Impact Consulting
<b>Location:</b>	Level 4, 130 Lonsdale Street, Melbourne VIC 3000
<b>Employment type:</b>	As per employment agreement
<b>Reports to:</b>	Manager, Training & Development

### About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

As a Training and Development Consultant, you will partner with businesses for better consumer and business outcomes through the design and delivery of learning programs to implement a holistic approach to vulnerability, aligning culture, values, people, policy, and process to better support consumers in vulnerable circumstances.

### 2. Scope

**Budget:**

Nil

**People:**

Nil

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### 3. Relationships

#### Internal

- Colleagues in the USIC team
- Colleagues in other teams within the Community & External Relations division
- Uniting staff from other teams and programs.

#### External

- Corporate partners
  - Community and industry advocates
  - Regulators
  - Government agencies
  - Financial controllers.
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### 4. Key responsibility areas

#### Training service delivery / project support delivery:

- Work with clients to undertake needs analysis and define project scope.
- Design, develop and deliver learning programs to corporate, government and non-government partners (clients) to equip staff to recognise and respond to customers experiencing vulnerability and financial hardship and to empower staff to make decisions.
- Support the Training & Development Manager to develop and produce client proposals and Service Agreements, based on initial discussion outlining client requirements.
- Assist in the refinement of existing and development of new training materials, informed by leading approaches to active learning and embedding outcomes.
- Develop presentation packs, participant workbooks, facilitator guides and other learning collateral as required.
- Consult with stakeholders, learning partners and subject matter experts to create the desired learning outcomes.
- Design, develop and deliver virtual learning programs, bringing best practice approaches to content creation and digital learning pathways.
- Actively monitor project plans, communications plans, budgets, expenses and invoicing.
- Prepare evaluation reports to measure impact and outcomes.
- Contribute to team databases and systems for data collection and storage.
- Ensure scheduling, resourcing, delivery and governance of learning programs are aligned to processes across the USIC team.

#### Consultancy:

- Undertake call listening and coaching of customer facing staff, observing language and customer interaction, and measuring shifts in performance.
- With leaders and client stakeholders, review progress of training insights and iterative adjustment to the approach as required to integrate into training.
- Contribute to embedding systems, policies, processes, and training into the client and reinforce skills, knowledge, and behaviours, including feeding back to USIC team areas of opportunity where client policies and processes do not align with industry best practice.
- Share client and service offering knowledge with colleagues in USIC team, including lessons learned, based on areas of expertise.

#### Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.

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- Ensure appropriate use of resources.
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
  - Identify opportunities to integrate and work collaboratively across teams.
  - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
  - Promote a positive safety culture by contributing to health and safety consultation and communication.
  - Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
  - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
  - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting's workforce
    - Based on my ongoing work with another organisation.
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## 5. Person specification

### Qualifications

- Qualification in Workplace Training & Assessment (current) or equivalent, such as Diploma of Vocational Education & Training or change management qualifications.

### Experience

- Exceptional training delivery, facilitation, and presentation skills.
- Professional verbal and written communication, negotiation and advocacy experience evidenced by the ability to think, articulate, and write logically.
- Extensive experience in the design, development and delivering of information to a diverse audience either in person or virtually, using highly engaging delivery styles and tailoring to various learning styles.
- Extensive practical curriculum development across a range of sectors.
- Demonstrated ability to liaise with people from business, government, and community sectors.
- Strong analytical skills and the capacity to interpret data.
- Ideally, you will also have previous instructional design experience for in-person and virtual environments and knowledge of e-learning software / authoring tools.
- Experience in designing and delivering Family Violence training in line with current industry regulation and better practice across multiple industries, such as banking and finance, debt collection etc.
- Demonstrated knowledge of various forms of family violence, and experience in Safety by Design and MARAM principles, with a specific focus on minimising harm to others across multiple industries.
- A thorough understanding and demonstrated experience in regulatory frameworks, current better practice approaches, and industry gaps with respect to supporting consumers with vulnerabilities in relevant industries such as banking & finance, debt collection, energy/water, telecommunications, insurance etc.

### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

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- Ability to deliver effective change management to enhance workforce performance and capability.
  - Diversity of clients requires flexibility and ingenuity, the ability to research industry issues and the appropriate education methodologies best suited for change.
  - Develop and implement appropriate evaluation frameworks for individual projects.
  - Resilient in balancing the various pressures clients face when setting objectives, identifying opportunities and barriers, balancing interests, and agreement to implement change.
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### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

#### Employee

Name:

Signature:

Date: