

POSITION DESCRIPTION

Position Title:	Senior Training Facilitator Social, Community, Home Care and Disability Services Industry Award 2010 Level 6
Location:	South East Queensland
Employer:	Bravehearts
Terms:	Full/time, permanent
Reports to:	National Child Protection Training Manager



Our Vision

To make Australia the safest place in the world to raise a child.

Mission Statement

Our Mission is to stop child sexual assault in our society.

Guiding Principles

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

Guiding Values

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

PURPOSE OF POSITION:

The role of the Senior Training Facilitator is oversee the development of online and face to face training content. The role is also responsible for delivery of face to face training services such as workshops, webinars and conferences around Australia.

The Senior Training Facilitator also manages client relationships in regards to pursuing potential clients and scoping client needs and managing ongoing clients.

As a senior role within the Bravehearts Training team, the Senior Training Facilitator also provides guidance and support to the Training Facilitator(s) to ensure the quality and timely delivery of online content and provision of face to face training in a way that continually enhances Bravehearts' professional reputation.

Term of Appointment:

The term of appointment will be permanent, subject to satisfying performance appraisals in the probationary period (the first six months) and ongoing funding.

Remuneration range:

Social, Community, Home Care and Disability Services Industry Award 2010 Level 6. Salary commensurate with qualifications & experience. Salary sacrifice and FBT concessions are available.

PRIMARY DUTIES AND RESPONSIBILITIES:-

Reporting Relationships:

The *Senior Training Facilitator* reports to the National Child Protection Training Manager.

CONTENT DEVELOPMENT:

- Project manage the development cycle of all content to ensure quality and timely provision of content products.
- Lead collaboration with key internal and external stakeholders in the quality assurance and development of content.

- Develop content for both online and face to face courses for a variety of clients and contexts related to child protection.
- Continually incorporate adult learning principles into training delivery, ensuring quality training and assessment occur in accordance with the content to be presented.

TRAINING PROGRAM DELIVERY:

- Deliver face to face and online training to Bravehearts clients in a variety of formats including but not limited to workshops, webinars, conferences.
- Continually incorporate adult learning principles into training delivery, ensuring quality training and assessment occur in accordance with the content to be delivered.
- Actively promote equal access and in particular, invite participants at the commencement of each workshop to register any special requirements they may have, especially in relation to physical impairments, learning disabilities or English language difficulties.
- Ensure training is delivered in a safe manner at all times, including operating equipment safely and in accordance with the operating instructions.
- Report any health or safety hazards (including faulty equipment) immediately to the National Organisational Training Manager. Report also, any accidents, injuries or dangerous incidents immediately to the Manager.
- At all times, you must remain professional and represent Bravehearts', as an organisation, in the highest of esteem.
- Interstate travel, evening, weekend and other out of hours deliveries may also be required.

GENERAL RESPONSIBILITIES:

- Manage client relationships regarding potential and current clients including client meetings, development of proposals, scoping needs and following leads.
- Provide mentoring support and guidance to Training Facilitator(s) to ensure quality content development and delivery.
- Attendance at conferences/meetings/Bravehearts' functions as required.
- Be accountable for managing expenses, including the responsible use of a company credit card.
- Participate in Bravehearts' Planning and Support Sessions (PASS)
- Work as part of a team to attain Bravehearts' vision and mission.
- Complete all relevant paperwork and documentation for each workshop conducted, in accordance with Braveheart's policies and procedures.
- Contribute to development and preparation of other management reports such as monthly board reports as required.
- Work in such a way as to be responsible for your own health and safety at work and the safety of others
- Follow all organisational policies
- Other tasks as required of operational demands
- Participate in self-care activities
- Project management including facilitation of Agile processes.

Personal Specifications:

Qualifications/Experience:

- TAE40110 Certificate IV in Training and Assessment is desirable.
- Demonstrated experience in the child protection sector with a focus on trauma being highly desirable.
- Qualifications in Psychology/Counselling/Social Work/Law and membership with the appropriate governing body, or a willingness to work towards this, are desirable.
- Demonstrated experience in managing projects to budget and timeframe and status reporting to relevant stakeholders.
- Demonstrated experience in review and evaluation of face to face and online training content.

- Demonstrated high level of experience in facilitating/delivering both online and face to face training to clients.
- Experience and understanding of issues relating to service delivery with an agency that is committed to socially and culturally inclusive practices is preferable.
- Excellent presentation, verbal and written skills, including the ability to deal with enquiries and complaints in a professional and confidential manner.
- High calibre organisational and planning skills, including the ability to prepare timetables and prioritising to meet deadlines, in line with workshop and role requirements.
- Must have or be willing to apply for a CCYP Working with Children Check (Blue Card) and a National Police Certificate
- Candidates must possess a current drivers licence and willingness to travel (occasional overnight trips will be a requirement of this role).

Personal Qualities:

- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for all individuals.
- A passion for child protection
- Exceptional communication and interpersonal skills are essential for this role.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have experienced sexual assault, their non-offending family members and primary caregivers.
- Principles of social justice will underpin the appointee's practice.

Skills and Abilities:

- A sound understanding of the effects of child sexual assault on the individual, family, interpersonal, and at a societal level.
- Excellent written and verbal communication.
- Ability to conduct through academic research and translate to meaningful learning materials for a variety of audiences.
- Ability to skilfully liaise with both internal and external key stakeholders.
- Ability to work well and thrive within a team environment.
- Exceptional organisational skills.
- Sound working knowledge of Microsoft office suite and keyboard skills.
- Knowledge of online training software.

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I have read, agree and understand my position description. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____