

Position Description

Position Title	Training Officer
Division	Capacity Building Team
Classification Grade and Level	Grade 2-3
Enterprise Agreement / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement
Employment Terms	0.6 EFT (3 days per week)
Reports To	Coordinator Capacity Building
Ordinary Location	23 Lennox Street, Richmond
Vaccination Status	Current and compliant with the Victorian Health Care
Organisation Profile	
<p>North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.</p> <p>NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country. Website Information: www.nrch.com.au</p> <p>The Centre for Culture, Ethnicity & Health (CEH) is program of NRCH offering expertise in cultural diversity and health, cultural competence, social marketing, cross-cultural communication and consumer participation and health literacy to organisations across Australia.</p> <p>We assist other organisations to provide a high quality of service to clients from migrant and refugee backgrounds. Our clients include hospitals, government departments, local councils, health centres, community services and higher education providers. We support them with training, social marketing services, advice, resources and information. Website Information: www.ceh.com.au</p>	
Position Purpose	
<p>The primary objective of the role is to work with the training team to make CEH the leading cultural competence training organisation in Australia. You will do this by creating engaging and practical learning experiences with clients face to face, online, in webinars and through eLearning.</p> <p>It's an exciting time for CEH. We have successfully moved to being an online first training organisation but we still deliver plenty of training face to face. If you have the skills to deliver engaging training online and face to face and you can develop high quality eLearning, we'd love to meet you.</p>	

The successful applicant will work with a team of subject matter experts who are professional, collaborative and fun. Together this team work together to create training experiences that are practical and highly engaging for our audience of health and community services workers.

Key Responsibilities

CEH is a national provider of cultural competence and health literacy professional development. We're committed to expanding the accessibility of high-quality online training in these fields while maintaining the quality of our face to face work. You will be responsible for ensuring that the CEH training maintains our high standards while taking advantage of new opportunities that blend online and face to face training. Your key responsibilities will be to:

- Develop and deliver professional education in multiple formats including face to face, online workshops, webinars and through eLearning.
- Develop training for adult learners including adapting our existing workshops and knowledge into engaging digital formats.
- Manage training requests from external organisations. This includes developing training proposals/plans with clients that meet their needs and reflect the knowledge and expertise of CEH.
- Evaluate training and use this information to plan and revise existing and future training content and activities.
- Contribute your expertise and insight to other CEH programs or projects.
- Help position CEH as a key cultural competence training organisation for health and community services nationally by finding and contributing to opportunities to expand our profile.
- Maintain and improve our systems for managing and delivering our training.
- Manage your own time and activities effectively.

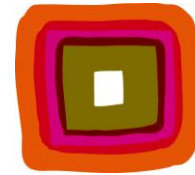
Essential skills & experience

- Presentation skills suitable for a range of audiences; peers, volunteers and managers of organisations.
- Experience in the development of training materials with an emphasis on trainees applying new knowledge to their current work
- Demonstrated knowledge of adult learning principles
- Innovative, forward thinking, commercially minded and pragmatic mindset
- Ability to write effectively in plain language. This includes instructional text, audio/video scripts, curriculum, promotional material and reports
- Demonstrated project management capability and the ability to successfully coordinate and develop multiple projects at one time.
- Extensive knowledge of issues facing refugee and migrant populations
- In depth knowledge of the operation of the Australian services system particularly community based health, community services and local government.

Key Capabilities

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.



- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Decision making:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Leadership:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day to day operations.
- The ability to build capacity within the teams to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.

Action Management:

- Ensure the timely delivery of initiatives, prioritise issues and organize activities to optimize outcomes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness. Strive to alleviate any negative impact of decisions on people.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Client Focus:

- The ability to identify and respond to the needs of the community.
- An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.
- Actively implements and seeks client feedback in line with organisational Client Feedback policy.
- Engages consumers in planning, design, delivery and measurement and evaluation of systems and services.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the General Manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

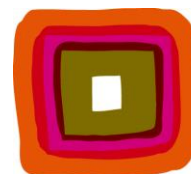
Qualifications	
Essential	<ul style="list-style-type: none"> Relevant Qualification in social science, health or community services
Highly Regarded	<ul style="list-style-type: none"> Current Victorian driver's licence Certificate IV in Workplace Training and Assessment
Experience & Attributes	
Essential	<ul style="list-style-type: none"> Delivery of professional development Flexibility, innovation, initiative and humour
<p>Appointment is subject to:</p> <ul style="list-style-type: none"> Successful National Police Check and International Police Check, if applicable. Evidence of current Working with Children check <p>Physical Demands of the role:</p> <ul style="list-style-type: none"> Sitting for long periods of time Frequent walking and moving through stairs in the building Ability to work in Moderate Stress; Ability to adapt to change in the work place; Working with clients who are distressed / Uncooperative / Unpredictable. 	

Internal Training Requirements

Topic	Timeframe for completion
NRCH Code of Conduct	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months
Social Media	3 months
Cybersecurity	3 months
Occupational Health and Safety	3 months
Conflict Negotiation	3 months

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community



- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact Siri Gunawardana at sirig@ceh.org.au Please email your application to workforus@nrch.com.au.

I understand and have read the above Position Requirements and hereby declare that I am:

- 1. suitably qualified and experienced to undertake the duties described herein; and*
- 2. physically able to undertake the duties herein described without modification.*

SIGNATURE
[INSERT NAME]:

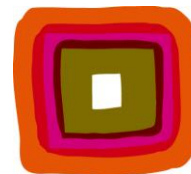
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DATE:

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x



Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				