

# Position Description

Position Summary	
<b>Position Title</b>	Training Officer
<b>Program</b>	Capacity Building, Centre for Culture Ethnicity and Health (CEH)
<b>Enterprise Agreement / Award</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 or its successor
<b>Classification</b>	Management and Administrative Officer Grade 2
<b>Reports To</b>	Coordinator Capacity Building
<b>Ordinary Location</b>	23 Lennox Street, Richmond, VIC
<b>Immunisation Requirements</b>	Category C

## Organisation Profile

**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.

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](http://www.nrch.com.au)

**The Centre for Culture, Ethnicity & Health (CEH)** is a unique agency offering expertise in cultural diversity and health, cultural competence, social marketing, cross-cultural communication and consumer participation and health literacy to organisations across Australia.

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.

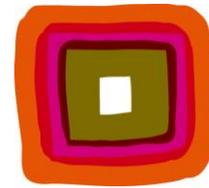
Website Information: [www.ceh.com.au](http://www.ceh.com.au)

## Program Description

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.

## Position Purpose

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. 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.



### Key Responsibilities

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:

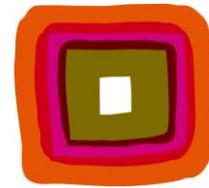
- Develop and deliver professional education in multiple formats including face to face, online workshops, webinars and through eLearning.
- Develop training for adult learners including adapting our existing workshops and knowledge into engaging digital formats.
- Manage training requests from external 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 especially through social media.
- Maintain and improve our systems for managing and delivering training.
- Manage your own time and activities effectively.

### KEY SELECTION CRITERIA

- Presentation skills suitable for a range of audiences: peers, volunteers and managers
- Experience in the development of training material 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 simultaneously
- Extensive knowledge of the issues facing refugee and migrant population
- In depth knowledge of the operation of the Australian services system particularly community-based health, community services and local government.

### Qualifications

Essential	<ul style="list-style-type: none"> <li>• Relevant Qualification in social science, health or community services</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• Current Victorian driver's licence</li> <li>• Certificate IV in Workplace Training and Assessment or equivalent</li> </ul>



Experience	
Essential	<ul style="list-style-type: none"> <li>• Delivery of professional development</li> </ul>
Desired	<ul style="list-style-type: none"> <li>• Knowledge or lived experience of migrant or refugee experience</li> </ul>
Attributes, Qualities and Skills	
Essential	<ul style="list-style-type: none"> <li>• Flexibility, innovation and initiative</li> <li>• Presentation skills suitable for a range of audiences: peers, volunteers and managers</li> </ul>

Required Competencies, Core Values and Behaviours
<p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• The ability to present information clearly and persuasively and seek out the ideas and views of others.</li> <li>• The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.</li> <li>• The ability to present well-constructed written communication.</li> </ul> <p><b>Problem solving:</b></p> <ul style="list-style-type: none"> <li>• The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.</li> <li>• Solutions focussed approach to problem solving.</li> </ul> <p><b>Teamwork:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Actively participates in team activities.</li> <li>• Performs own roles and responsibilities efficiently to contribute to the program and organisation’s objectives</li> <li>• Seeks feedback to ensure work is consistent with expectations.</li> <li>• Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.</li> </ul> <p><b>Interpersonal Relations:</b></p> <ul style="list-style-type: none"> <li>• Understand the importance of fostering positive relationships with co-workers and relevant external organizations.</li> <li>• Treat all stakeholders with dignity, respect and fairness.</li> <li>• Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.</li> </ul> <p><b>Community Focus:</b></p> <ul style="list-style-type: none"> <li>• Is sensitive to communities’ heritage, traditions and identity.</li> <li>• Develops the knowledge and skills needed to provide quality client care.</li> <li>• Maintains basic awareness of current community issues.</li> </ul>

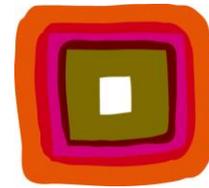


**Personal:**

- 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 line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

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

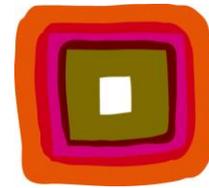
For enquiries relating to this position, contact Siri Gunawardana via [sirig@ceh.org.au](mailto:sirig@ceh.org.au) or 9418 9912.

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

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
<b>Physical Demands</b>						
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				



Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
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
<b>Psychosocial Demands</b>						
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			
<b>Environmental Demands</b>						
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				

## Mandatory Employment Requirements

- Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Protocol available on the intranet, as well as the Victorian Government Safety Screening Policy for funded organisations. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.



- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under, and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_