

Position Description

Position title	Learning and Development Specialist
Program/Unit	Human Resources / Learning and Development
Classification	
Position reports to	Learning and Development Manager

Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies – the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers – we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2022/23 financial year of over \$213 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in race or ethnicity, gender identity, gender expression, intersex status, sexual orientation, language, age, religion, socio-economic status, relationship status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice – to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

JUSTICE. We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

HOPE. We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

COLLABORATION. In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

COMPASSION. Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

RESPECT. We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

Position purpose

This position is situated within the Learning and Development team which is responsible for contributing to the strategic delivery of an integrated national learning and development culture at Mackillop Family Services.

The Learning and Development Specialist will be a member of the Human Resources Unit and reports to the L&D Manager. The Learning and Development team actively promote and support a culture where employees are supported to prioritise their ongoing learning and development.

Primary objectives

The Learning & Development Specialist will contribute to the achievement of consistent end-to-end learning outcomes. This will include:

- conducting learning needs analysis,
- in-house design, development, implementation and evaluation of learning solutions
- procurement of external learning solutions if required
- ability to conduct post training implementation reviews
- ability to read and understand reporting that will allow us to measure and monitor employee capabilities and performance in the workplace

All learning initiatives will support up-skilling of capability, competence and knowledge across MacKillop's operations. This is to support the organisational learning and development strategy.

Key result areas and responsibilities

The Learning and Development Specialist will:

- Attend and contribute to team meetings.
- Collaborate with the greater L&D Team in the design and development of high-quality training programs across MacKillop Family Services; using a wide variety of training modalities including class-room based training, virtual classrooms, eLearning etc.
- Capacity to do a learning needs analysis, design, develop and deliver learning and development strategies and interventions
- Collaborate with the greater L&D Team in evaluating learning and development initiatives
- Collaborate with the greater L&D Team in maintaining high quality training and learning resources
- Generate, analyse and distribute high quality reports to internal and external stakeholders
- Ensure mandatory training is offered to the right staff and volunteers; ensure all legislative and organisational requirements are being monitored and executed
- Work with all MacKillop's systems, including our Learning Management System to ensure accurate training dates and sessions, maintain accurate and up to date employee records for the requirements of audit and accreditation
- Work collaboratively with the L&D Manager in managing and delivering multiple projects in a timely fashion
- Assist with organisational auditing and accreditation processes as required
- Preparation of training materials including booking and securing trainers and facilitators, venues, printing etc. across MacKillop's national operations
- Facilitate and deliver engaging learning and development programs, including and induction programs, MacKillop systems training etc.
- Identify and propose opportunities for improvement in programs, systems and processes.
- Undertake duties as required.

Key selection criteria

The incumbent will have:

- A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families
- Excellent administrative and organisational skills and high-level verbal and written communication skills
- Excellent interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders.
- Ability to organise workload and develop systems to meet due dates
- Flexibility to adjust to changing priorities and work demands
- Highly skilled in using the Microsoft suite of products including (but not limited to, Word, Excel, PowerPoint, Outlook) and experience with SharePoint.
- Enthusiastic about working within a team and working cooperatively and excellent relationship building skills including the capacity to liaise with a range of staff and managers
- Strong organisational, problem solving and administrative skills, with excellent attention to detail
- Self-motivated with the ability to work independently as well as part of a team
- Knowledge and previous experience in Learning and Management Systems, including the capacity to produce reports is highly desirable
- Understanding of and commitment to MacKillop objectives, values and Sanctuary commitments.

Other information

The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.

- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current Driver's Licence.
- Valid and current Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

Approval

Director or General Manager's full name:	Anita Joseph	Date:	Dec 2022
Director or General Manager's position title:	HR Director		
Incumbent's full name:			
Incumbent's signature:		Date:	



MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.



MacKillop celebrates and draws strength from diversity and respects the dignity of all people. Every person at MacKillop has the right to be safe and to be treated justly. We value every person's ability, cultural or linguistic backgrounds, ethnicity, sexual orientation, gender identity, gender expression, intersex status, relationship status, religious or spiritual beliefs, socio-economic status, and age.