

## Job Description

<b>Position:</b>	Training Administration and Compliance Team Leader
<b>Employment Status</b>	12 Month Contract 38 Hours per week
<b>Classification:</b>	Social Community Health Care and Disability Services Industry Award
<b>Responsible to:</b>	CEO via LD Manager
<b>Responsible for:</b>	Coordination of training administration, compliance and training staff

### Position objective

The Training Administration and Compliance Team Leader is responsible for the coordination of training administration, compliance and training staff to RTO standards. This includes staff supervision, Training and Assessment Services Coordination, Record and Information Management, Coordination of a culture for trainers in accordance with MHCC Values, Program enhancement and development.

### Supervise Staff

- Recruit, select, induct and manage trainers/assessors and other staff
- Ensure appropriate systems are in place to support and supervise staff (including regular one on one meetings, group meetings, teleconference meetings, email support, supervision etc) and provide regular updates on performance to LD Manager
- In collaboration with relevant staff develop and maintain procedures for trainers induction, support, feedback and exits
- In consultation with the LD Manager provide workforce development and performance processes for trainers and staff
- Manage and resolve staff complaints and issues
- Ensure that the quality of training services are maintained

### Coordinate Training and Assessment Services

- In consultation with the LD Manager coordinate trainers within MHCC (including full time, part-time, casual and external trainers and assessors) to meet MHCC's training commitments
- Work collaboratively with relevant staff to ensure trainers are resourced effectively to provide training in all aspects of delivery of LD training and assessment services
- Oversee the allocation of training to trainers according to MHCC requirements and trainers skill and expertise
- Oversee and monitor training load, expectations, location, time, facilities, distribution of materials training schedule and other training issues
- In collaboration with relevant staff ensure training and assessment services meet targets
- Coordinate an efficient documentation monitoring system to ensure training documentation (including assessments) is provided to the trainer, is collected from the trainer and is distributed to the participant
- Oversee coordination of all aspects of training from enrolment to graduation
- In consultation with the LD Manager coordinate specific or customised project requirements to ensure project outcomes are achieved including:
  - leading the planning and implementation of projects
  - facilitating the definition of project scope, goals and deliverables
  - defining project tasks and resource requirements
  - developing full scale project plans
  - assembling and coordinating stakeholders
  - consulting with MHCC policy staff
  - managing project budget

- managing project resource allocation
- planning and scheduling project timelines
- tracking project deliverables
- providing direction and support to project team
- ensuring quality assurance of project deliverables
- constantly monitor and report on progress of the project to all stakeholders
- present reports defining project progress, problems and solutions
- regularly review project progression against negotiated outcomes to ensure outcomes are reached
- implement and manage project changes and interventions to achieve project outcomes
- project evaluations and assessment of results
- Respond to telephone, oral and written requests for information & ensure the specific needs of trainers are clarified and met
- Ensure individual needs of participants are addressed and develop appropriate responses and strategies in consultation with trainers, assessors, program coordinators and organisations
- Manage participant and organisation complaints and or appeals
- Manage participant discipline issues

### **Record and Information Management**

- In consultation with the LD Manager oversee the maintenance of trainer/assessor files and the approved trainer register to ensure that all contracted trainers/assessors hold the required qualifications and professional industry competency prior to any appointment to deliver a training course on behalf of MHCC
- In consultation with the LD Manager oversee ensuring all trainers records and documentation, qualifications, skills and experience are recorded, updated and accessible
- Oversight document management systems and implementation
- Ensure all participant records are maintained in both paper based and electronic form as required
- Participate in continuous improvement process and ensure feedback is provided on training processes and content and appropriate action taken
- Oversight all training, assessment and certification records are appropriately archived in accordance with MHCC policy and procedure
- In collaboration with the LD Manager, ensure implementation and correct use of training & assessment plans, session plans, assessment tools and generic course materials as published by MHCC

### **Coordinate a culture for trainers in accordance with MHCC values**

- Develop, maintain and review systems to ensure all training recognises and reflects:
  - Consumer knowledge and experience
  - Carer perspective knowledge and experience
  - Industry knowledge and experience
  - Research and policy
- Develop systems to ensure and monitor that trainers positively represent MHCC at all times, understand MHCC mission and aims and actively make themselves aware of MHCC's role as a peak body
- Develop and maintain a training culture that consistently represents MHCC values and its role as an industry based RTO that is responsive and adds value to the sector.
- Ensure that training is provided in a manner that represents MHCC's principles
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service

### **Other responsibilities**

- In consultation with the LD Manager participate in updating training and assessment resources and internal documentation as required, ensuring MHCC quality standards are met and current resources are distributed
- Oversee quality, compliance and MHCC requirements in consultation with the LD Manager
- Oversee and manage financial viability of courses and qualifications in consultation with the LD Manager
- Undertake professional development to ensure competencies remain current with industry standards
- Support MHCC to prepare for audits, change of scope and other RTO and governance requirements
- Meet regularly with LD Manager to provide updates on outcomes, briefing on issues and supervision

### **Teamwork**

- Work collaboratively with other team members
- Actively engage with other team members in continuous improvement of MHCC
- Attendance/participation at team meetings as required

### **General responsibilities**

- To understand the aims and objectives of MHCC
- To promote the profile MHCC in a positive light at all times to the sector and other relevant parties
- Attend/ participate in industry forums as required
- Attend/ participate in trainer & assessor meetings as required
- Attend/ participate in staff meetings as required
- Maintain awareness and knowledge of contemporary operational theory and methods and provide suitable interpretation to the CEO, Board and staff within the organisation.
- To provide comprehensive reports to the CEO as requested.
- To provide regular reports to the Board via the CEO on a regular basis
- To abide by the MHCC Policy and Procedures Manual at all times and workplace / legislative requirements
- To abide by the Code of Conduct Agreement
- To ensure the practice of Workplace, Health and Safety (WH&S) Standards are maintained by staff and self
- Ensure compliance with all Commonwealth & State legislative requirements governing MHCC business activities (including but not limited to EEO, Anti-discrimination, WH&S, VET)
- To participate in an annual performance appraisal
- To seek formal supervision if required
- Use equipment provided in a professional manner
- Other duties as directed by the CEO