

Position: L & D Administration Team Leader
Employment Status 24 Month Contract Part Time/ Full Time
Classification: Social Community Health Care and Disability Services Industry Award, 2010
Responsible to: CEO via Manager, LD



The Mental Health Coordinating Council (MHCC) is the peak body for organisations providing community mental health services throughout NSW. MHCC Learning & Development (LD) is a registered training organisation delivering mental health training to workers within the mental health community sector. Our commitment to superior training and assessment services can only be met by employing equally outstanding staff.

MHCC is looking for an experienced and motivated Administration Team Leader and Smart and Skilled specialist who aims high and thrives on change. With a strong commitment to quality and an innovative approach, your “can do” attitude and excellent people skills will guide and lead our RTO Administration team to continual excellence. This position is flexible between Part Time or Full Time.

You will be responsible for:

- Monitoring Smart and Skilled allocations, claiming and reporting
- Communication and implementation of any changes to regulatory requirements with staff
- Schedule and conduct internal audits
- Manage Feedback Register and coordination of Learner Engagement and Employer Satisfaction surveys
- Submit required data reports including Quality Indicator Reporting and assist the Manager, LD in completing of the Annual Declaration on Compliance.
- Development, review and version control of relevant policies and procedures.
- Overseeing, mentor and guide MHCC LD Administration staff
- Maintain and continuously improve RTO administrative processes

MHCC are seeking an individual who has demonstrated RTO Administration and Smart and Skilled experience; has excellent oral and written communication skills; the ability to ‘think on their feet and outside the box’; multi-task priorities with exceptional planning and organisation skills; and is innovative with a high level of self-motivation and attention to detail.

Our ideal candidate will have experience working within the community sector or human services areas.

If this sounds like you then apply today by sending your resume and a statement addressing the selection criteria below.

Essential Criteria

- Demonstrated experience in managing and guiding staff to excel within an RTO environment
- Demonstrated experience in maintaining and managing up-to-date knowledge on the compliance framework and adherence to ASQA, AQTF, Smart and Skilled and other regulatory and legislative bodies.
- High level of knowledge and experience working with Smart and Skilled funding
- High attention to detail
- Experience in State Training Services Contracts such as Smart and Skilled
- Experience submitting AVETMISS data and the annual compliance declaration

Desirable Criteria

- Knowledge of auditing/ quality systems and processes to ensure they are implemented, followed and meet regulatory requirements. Including demonstrated ability to plan and implement changes into relevant documentation.
- Experience in coordinating ASQA audits and changes in scope.

Job benefits and perks

Remuneration packaging includes base salary of \$70-\$85k (pro rata) based on experience, plus super guarantee contribution, FBT salary packaging and entertainment benefits under our Public Benevolent Institution status available. MHCC offers a flexible working environment.

To Apply

Enquires and written application including resume and cover letter addressing the Criteria outlined above are to be addressed to Erika Hewitt email erika@mhcc.org.au.

Full Job Description is available from our website www.mhcc.org.au.

Applications that do not address selection criteria will not be considered.

We promote diversity and practice equity. Aboriginal and Torres Strait Islander people, people from different cultural backgrounds. LGBTQIA+ people and people with disabilities are strongly encouraged to apply.

Job Description



Position: RTO Compliance Coordinator
Classification: 24 Month Full Time Contract
Responsible to: CEO via Manager, LD

About the role:

The RTO Compliance Coordinator is responsible for maintaining MHCC Learning and Development (LD) status as a registered training organisation (RTO) and ensuring measures are in place for ongoing compliance of the RTO and associated funding contracts including Smart and Skilled contracts.

RTO Responsibilities

- Interpret and imbed RTO, State Training Services and other funding body requirements into Learning and Development policies and procedures in consultation with the LD Manager to ensure compliance
- Support LD staff to understand and maintain RTO compliance in their work
- Conduct internal audits and spot checks across the RTO to ensure compliance requirements are maintained and recommendations are followed up
- Coordinate the preparation for external audits for ASQA, State Training Services and other funders and facilitate audits from MHCC's end
- In collaboration with the LD Manager and relevant others prepare for the RTO re-registration when required
- Ensure MHCC LD scope of registration on relevant websites remains accurate at all times
- Collect, collate, analyse, trend and report on relevant data from learners, employers and trainers as required by ASQA, relevant funding bodies, stakeholders and LD
- Maintain up-to-date knowledge of changes to relevant national training packages and liaise with relevant staff regarding implementation
- Monitor feedback received from participants, analyse and provide regular reports to relevant staff including improvements and further recommendations
- Develop and oversee all quality assurance requirements for MHCC LD including publications and promotional materials to ensure all required compliance statements are included and accurate
- Ensure RTO documentation is maintained and archived in accordance with NVR Standards
- Actively engage with other team members in continuous improvement of the LD
- Manage version control, document management and quality activities in relation to LD materials and resources
- In consultation with relevant staff develop, implement, maintain and analyse a Continuous Improvement (CI) Framework including a CI Register for MHCC LD and facilitate regular CI meetings (this may be incorporated into the broader MHCC framework).
- In conjunction with relevant LD team leaders facilitate MHCC LD benchmarking in conjunction with Australian Council for Educational Research (ACER)
- Contribute significantly to the development of policy, guidelines and performance standards for training and development within the LD, to ensure compliance with the National VET Regulator (NVR) Standards, and meet internal and industry standards with relevant other staff.
- Conduct the annual RTO audit process against NVR standards and ensure implementation of recommendations throughout the year

- Ensure all existing and new MHCC LD documentation is maintained at the highest possible standard in line with version control requirements.

Smart and Skilled

- Maintain current understanding of requirements to maintain and grow MHCCs potential for Smart and Skilled funding to enable MHCC to offer subsidised training to our stakeholders
- In consultation with the Manager, LD complete and submit applications for Smart and Skilled funding.
- Implement and maintain a system for tracking MHCCs Smart and Skilled funding cap and ensure claims are processed in a timely manner and payment is received.
- Work with MHCC LD to maximise uptake of MHCC allocated Smart and Skilled funding

Human Resource Management

- Conduct regular supervision with the direct reports, whilst providing mentoring and support as required
- Coordinate the allocation of daily tasks within the LD Admin Team to ensure requirements are met and workload, commitments, deliverables, projects and schedules are constantly monitored
- In collaboration with the Manager, LD and other key staff ensure activities are meeting expectation and targets, as set by MHCC and Funders
- Provide assistance and advice to management and staff on compliance related issues as required
- Where required provide administrative and student support to ensure expectations and targets are met.

Other

- Provide assistance to other MHCC staff in systems, evaluation and continuous improvement
- Attend professional development and other opportunities to maintain VET currency and knowledge
- Attend / participate in relevant meetings and industry forums as required
- Understand the aims and objectives of MHCC
- Promote the profile MHCC and LD in a positive light at all times to the sector and other relevant parties
- Work collaboratively with other team members
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service
- Abide by the MHCC Policy and Procedures Manual including the Code of Conduct agreement, at all times and workplace / legislative requirements
- Ensure the practice of Workplace Health and Safety (WHS) Standards are maintained by staff and self
- Ensure compliance with all Commonwealth & State legislative requirements governing MHCC activities (including but not limited to EEO, Anti-discrimination, WHS, VET)
- In conjunction with relevant staff contribute to development and review of LD policies and procedures and systems
- Attend / participate in meetings and monthly in-house supervision as required
- Participate in an annual performance appraisal
- Seek formal supervision if required
- Use equipment provided in a professional manner
- Other duties as directed by the CEO, HR & Operations Manager, and LD Manager