

POSITION DESCRIPTION

Position:	Learning and Development Officer
Reports To:	Manager, Sector and Community
Direct Reports:	N/A
Status:	Role 1: Part Time 0.60 FTE until 30 June 2023 (with possibility for extension) Role 2: Part Time 0.40 – 0.80 FTE until June 2023 (with possibility for extension)
Location:	Based in East Melbourne and/or Dandenong, as well as working from home arrangements. Travel may be required at various locations in Victoria and interstate.
Grade	SCHADS Level 5 based on experience + Superannuation + Salary packaging

ORGANISATION BACKGROUND

inTouch Multicultural Centre Against Family Violence (inTouch) provides person-centred, integrated and culturally responsive family violence services to people from migrant and refugee communities across Victoria. We have assisted over 20,000 women and children experiencing family violence throughout our 38 years of operation, providing a holistic service that centres the experiences of victim-survivors in everything we do.

inTouch works across the family violence continuum, providing culturally informed early intervention, case management, perpetrator programs, legal advice, crisis recovery and enhanced capacity-building across the sector and community. We are proud to provide high-level leadership and guidance to all levels of government with our evidence-based, victim-survivor informed advocacy and policy work.

Our services include:

- An accredited community legal centre working at the intersection of Family Law and Migration Law
- Learning and development programs for family violence providers and multicultural organisations to build their knowledge and skills when supporting women from refugee and migrant communities
- Case management that encompasses a first-hand understanding of the migration journey and unique cultural barriers women may face when seeking assistance
- Post-recovery initiatives for victim-survivors, focusing on economic independence, social and family connection and emotional wellbeing
- Prevention projects and resource development for migrant and refugee communities
- Programs focusing on trauma and culturally informed perpetrator intervention.

We are a unique and vital service, with specialist expertise working with people of migrant and refugee backgrounds. This is reflected in our workforce, which is comprised primarily of people who are migrants and refugees themselves – the inTouch team is from over 20 different countries and communities globally.

You can view inTouch’s 2022-2025 Strategic Plan [here](#).

POSITION SUMMARY

The position is part of a small team of experienced learning and development officers who have experience working with women from multicultural communities in the family violence sector.

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- Development, delivery, and evaluation of capacity building initiatives, expert advice, and advocacy
- Support and contribute to a range of project work in a variety of settings
- Training predominantly focuses on developing culturally responsive practice through understanding and applying cultural humility and intersectionality in different focus areas, with entry level through to advanced modules developed and delivered
- Training participants may be professionals working in the field of family violence or within broader community services or may be volunteers, students, community members and community leaders from multicultural communities
- The training encourages participants to critically reflect on their own and clients’ cultural contexts and examine the impacts of this on their practice.

This is a dynamic role where flexibility and adaptability will be your strengths.

KEY RELATIONSHIPS

Internal	Effective working relationship required with all inTouch staff, in particular the Policy Officer, Direct Service Team Coordinators, Manager Sector & Community, and the Lead Learning & Development, and other team members.
External	Will work closely and liaise with government, specialist family violence services, project partner agencies, consultants, multicultural communities and organisations, local services and other key stakeholders

POSITION ACCOUNTABILITIES

- Conduct needs analysis, develop tailored training packages and provide training and other professional development opportunities and resources which help to prevent and respond to family violence in multicultural communities.
 - Contribute to a process of continuous improvement and update of the training based on research and practice in Family Violence, cross-cultural work, MARAM prescription, training methodology participant feedback and training evaluations to ensure high quality training which meets the sectors’ changing needs
 - Contribute to practice-based public forums to promote inTouch’s work in the field and build capacity of other organisations
 - Liaise closely with Lead Learning & Development, other trainers, and case-managers to ensure high quality training delivery for in person, online and e-learning modes
 - Contribute to the development of a Learning Management System which aligns with inTouch’s strategic priorities and growth strategy
 - Deliver specialist advice/knowledge to external service providers in relation to family violence and multicultural communities
 - Develop and maintain relationships with capacity building/training stakeholders, partly as co-design initiatives where relevant
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- Assist in developing training policies and procedures as part of the quality system
 - Undertake timely reflective practice and summary report writing on training and capacity building undertaken
 - Ensure a safe work environment and compliance with inTouch policies and legislation

PEOPLE MANAGEMENT

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Nil

EXTENT OF AUTHORITY

All expenditure on behalf of inTouch must be aligned to the Delegations of Authority.

KEY SELECTION CRITERIA**Essential**

1. Experience in developing and delivering training and capacity building initiatives in the community sector, including working collaboratively with a cofacilitator as well as working independently in person and online modes
2. Qualifications in Social Work/Community Development/Community Services or similar
3. Demonstrated ability to write project evaluation and progress plans and contribute to budgeting and reporting
4. Strong understanding of working within an intersectional feminist framework and an understanding of the gendered nature of family violence; specifically in the context of multicultural communities
5. Demonstrated ability to develop and sustain meaningful relationships with various stakeholders including grassroots organisations
6. Ability to work calmly and consistently under pressure with the ability to manage competing priorities
7. Current Victorian Driver's License

Desirable

8. TAE40116 Certificate IV in Training and Assessment
9. Fluency in a language other than English

SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours
- Must be physically capable to carry out administrative duties, including extended periods of computer use
- Participate proactively in organisational initiatives.
- Support other team members in periods of high demand and during periods of absence.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies
- Contribute positively and proactively to team and organisation wide OH&S activities
- inTouch has a smoke-free workplace policy

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract, and policy requirements in day-to-day work, meeting the organisation's audit, contract, and registration obligations
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes

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- Continue the development of a culturally strong and positive working environment using a continuous improvement approach

CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Employee Union Collective Agreement and is negotiable depending on experience
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 reference checks, a national criminal records check, working with children check, international police check (if applicable), proof of identify, working rights in Australia and any specified qualifications
- Signing a Confidentially Agreement is a personnel requirement of inTouch
- The successful applicant will initially be engaged for a probationary period of six months. During this period, either party can terminate employment with one week's notice
- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition.
- The successful candidate is required to comply with the inTouch policy for all staff to have full COVID vaccinations, including boosters, unless they have a medical exemption.

PRIVACY NOTIFICATION

The collection and handling of applicants' and the successful appointee's personal information will be consistent with the requirements of the Information Privacy Act 2000.

APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only. To apply, send a short covering letter detailing your skills, knowledge and qualification for this position, and a brief document, limited to 2 pages addressing the key selection criteria.

Email your application to recruitment@intouch.org.au

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