

POSITION DESCRIPTION

Position:	National Training Manager
Reports To:	Chief People Officer
Direct Reports:	4+
Status:	Ongoing, full-time
Location:	East Melbourne/ Dandenong, as well as working from home arrangements. Travel within Victoria and interstate in accordance with organisational needs.
Grade:	SCHADS Level 7+ base based on experience + super + salary packaging + additional weeks leave + annual leave loading 17.5%

ORGANISATION BACKGROUND

inTouch provides integrated and culturally responsive services to women from migrant and refugee communities experiencing family violence. inTouch works across the family violence continuum, providing culturally informed early intervention, case management, family and migration law assistance, men’s behaviour change programs, evidence-based policy and advocacy work, and enhanced capacity-building across the sector and community.

inTouch supports victim-survivors on their long-term recovery journey through economic independence, social connections and resilience, and wellbeing and therapeutic interventions.

These services are informed by an integrated inLanguage, inCulture delivery model and supported by our diverse workforce, which is comprised primarily of people who are migrants and refugees themselves. Our team’s unique understanding of culture and the migration journey allows inTouch to deliver expert, specialist case management to our clients in over 20 languages.

Over the past 40 years, inTouch has helped over 30,000 women and we continue to work with our partners to ensure that women, children, and families have every opportunity to thrive and to reach their full potential to build happy, healthy and productive lives.

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

POSITION SUMMARY

The National Training Manager will play a key role in establishing inTouch’s Training Academy (*inTouch Academy*) as a nationally recognised leader of evidence-based professional learning programs, and provide culturally-sensitive specialist knowledge to community groups, and practitioners and learners in the sector of family violence. The role will be responsible for leading the development and implementation of new training offerings, and for the overall Academy functions, including designing professional learning programs, events and initiatives, managing operations, and ensuring the delivery of high-quality training which influences a community-wide approach to family violence response and prevention. The National Training Manager will advance excellence and positive impact for key stakeholder groups, with training products and packages, interactive learner experiences and systems, business growth and sustainability of the Academy’s offerings across Victoria and nationally.

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KEY RELATIONSHIPS

Internal Effective working relationships with all inTouch staff, leadership, inTouch Board, NOOR survivor-advocates, and volunteers to support cohesive team dynamics and effective, client-centred, program execution.

External Effective working relationships will all external relationships including specialist family violence services, multicultural communities and organisations, relevant peak bodies, government agencies, service providers, survivor advocates, academic institutions, consultants and contractors, funders, and other key stakeholders.

Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural communities and organisations, government agencies, corporate sector, academic institutions, and funding partners, and other key stakeholders.

POSITION ACCOUNTABILITIES

Academy Leadership

- Develop and implement the strategic goals and objectives of the Academy in alignment with the organisation's mission and vision. Drive the Academy's strategic direction to position it as a leader in professional learning and development.
- Lead the team to be at the forefront of the industry and monitor trends, research relevant resources, and stay up-to-date with good-practices in training and development to enhance the Academy's content and delivery.
- Drive the implementation of the Academy, working together with the team and other internal and external stakeholders to meet deliverables.
- Oversee all aspects of the Academy, including recruitment and management of trainers, budget management, and evaluation processes.

Strategic Impact and Relationships

- Develop and implement the strategic frameworks and plans for the Academy's national training curriculum, assessments, and training program requirements in alignment with the organisation's mission and vision.
- Engage with Government, Corporate Relations and Growth to identify strategic community engagement and business development opportunities aligned to our segmented engagement plan.
- Utilise community development and co-design practices to create accessible and relevant inLanguage, inCulture, training programs for community groups. Adapt these programs to meet emerging community needs, ensuring they are culturally sensitive and responsive.
- Promote the Academy through effective engagement and marketing strategies, including the development of promotional materials and participation in relevant events, community forums, networks, conferences.
- Build and maintain partnerships with relevant organisations, ensuring strong collaboration, and identifying opportunities for joint initiatives in Victoria and nationally.
- Monitor the Academy's effectiveness, identify areas for improvement, and make necessary adjustments to ensure the delivery of impactful training programs and build evidence-base.

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Business Growth and Sustainability

- Lead the team to develop, market and deliver a comprehensive suite of high-quality products and curriculum that incorporates culturally-sensitive practices and meets the needs of various professional groups, community groups organisations, and key stakeholders.
- Oversee the preparation and submission of proposals to funders and stakeholders, including for tenders, fee for services, grant programs, other funding and new business opportunities to drive the Academy’s business growth and sustainability of initiatives.
- Be accountable for implementation of end-to-end contract management and reporting cycles to ensure deliverables are met within budget and timeframes, compliance of obligations, successful acquittals, and funder relationship.
- Have sound financial and risk management working collaboratively with corporate services to oversee the Academy’s budget and forecasting process, costing and fees, scenario analysis and modelling to measure performance and assist with resource allocation.
- Prepare regular management reports and dashboards for internal and external stakeholders monthly as required.

InTouch Learning and Development

- Develop and implement a forward-thinking Learning & Development (L&D) strategy aligned with inTouch's organisational goals and mission.
- Shape and drive strategic learning initiatives that support organisational growth and enhance the skills and leadership capabilities of the inTouch team, ensuring all training content is compliant with industry regulations and aligned with best practices
- Conduct assessments of current and future training needs through gap analysis, career path development, and consultation with managers and inTouch’s capability framework. Identify opportunities to enhance staff performance and foster effective teamwork.
- Drive the integration of innovative training technologies and methodologies to enrich learning experiences. Implement forward-looking training programs that meet the evolving needs of the organisation.
- Monitor and evaluate the effectiveness of training programs through Key Performance Indicators (KPIs). Adjust strategies and programs based on insights to ensure continuous improvement and high impact.

People Leadership and Team Management

- Lead and inspire a high-performing team, ensuring they are motivated and equipped to achieve business outcomes effectively and efficiently. Foster a supportive and collaborative team environment.
- Provide regular, constructive feedback and conduct timely performance reviews, including the development of individual growth plans for direct reports. Mentor and coach staff to promote continuous improvement and professional development.
- Implement trauma-informed practices and foster a universal design for learning mindset within the team.
- Champion inclusive and accessible learning opportunities, ensuring that training programs are designed and delivered to accommodate diverse learning needs and styles.
- Monitor, prioritise, and coordinate the workflow of direct reports, providing clear direction and support to help the team manage their responsibilities and meet deadlines.
- Encourage a culture of continuous improvement by identifying opportunities for on-the-job training and daily feedback. Support the team in adopting best practices and innovative approaches to enhance their performance.

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Other

- Any other duties as required from time to time.

EXTENT OF AUTHORITY

The incumbent must follow the inTouch Delegations of Authority.

KEY SELECTION CRITERIA

Essential

- Minimum 5+ years’ professional experience in a similar management role leading a team, preferably within related discipline.
- Tertiary or post-graduate qualification in education, community development, social work, psychology, business, or related discipline
- Strong leadership skills, with the ability to inspire and motivate a team toward achieving shared goals.
- Proven experience in managing and coordinating training programs, including curriculum development, delivery, and evaluation.
- Demonstrated experience in overseeing business development, including driving new funding and business growth opportunities, products, tenders and submissions.
- Financial literacy and budgeting skills with demonstrated experience managing contracts, grants and/or funding administration.
- Demonstrated ability to work collaboratively and build effective partnerships with external agencies and organisations.
- Excellent interpersonal and communication skills, including the ability to engage and establish rapport with diverse stakeholders.
- High attention to detail and organisational skills, with the ability to manage competing priorities and meet deadlines.
- Proficiency in using technology, learning management systems, and other relevant software applications.

Desirable

- Knowledge of the national family violence landscape, including an understanding of the unique challenges faced by diverse communities, such as migrant and refugee populations, and the needs of multicultural communities within the broader sector.
- Certificate IV in Training and Assessment
- People leadership experience in a culturally diverse environment.
- Ability to speak a language in addition to English.

Personal Attributes

- High ethical standards and alignment to inTouch values, acting with integrity and maintaining confidentiality.
- A change agent, with a commitment to continuous improvement and innovation.
- Solutions-focused with a curious mind and a natural problem-solving ability.
- Pro-active and accountable, leading with emotional intelligence and the ability to provide constructive feedback and have sensitive discussions.
- Highly organised, detail oriented and outcomes driven.

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SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours.
- Must hold a current Victorian drivers license.
- Must be physically capable of carrying out administrative duties, including extended periods of computer use.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in day to day work in order to meet the organisation’s audit, contract and registration obligations.
- Proactively apply specialist knowledge in the review and maintenance of inTouch policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

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