

POSITION DESCRIPTION

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| Position: | Training Coordinator |
| Reports To: | Practice and Sector Development Manager |
| Direct Reports: | None |
| Status: | Fixed term (30 June 2026), part-time (0.5 FTE), |
| Location: | Hybrid - based in East Melbourne and Dandenong, as well as working from home arrangements, travel required at various locations including regional Victoria and interstate |
| Grade: | Social, Community, Home Care and Disability Services Industry Award (SCHADS) Level 5 + 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 30,000 women and children experiencing family violence throughout our 40+ 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.

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POSITION SUMMARY

The position of Training Coordinator is responsible for the administrative and technical functions of the Practice and Sector Development Team and will provide support for training delivery, projects, events, eLearns and webinars. The Training Coordinator will manage the Learning Management System (LMS) and Student Management System (SMS) and communicate with customers to ensure they have timely and efficient access to training sessions and materials. This role will also be responsible for stakeholder engagement with community sectors, community groups, government and corporate leaders to ensure that communication regarding the status of all projects is managed from initial request to delivery. The Training Coordinator will provide administrative support for all finance, reporting and evaluation functions of the Practice and Sector Development Team.

KEY RELATIONSHIPS

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| Internal | Maintain strong, collaborative relationships with all inTouch staff, including leadership, inTouch Board, NOOR Survivor-Advocates, students and volunteers to support cohesive team dynamics and effective, client-centred, program execution. |
| External | Cultivate and sustain positive relationships with a broad network of stakeholders, including inTouch clients, specialist family violence services, refugee, migrant, and multicultural community organisations, government agencies, academic institutions, and funding partners. |

POSITION ACCOUNTABILITIES

Key responsibilities include:

- **Event Coordination:** Manage all administrative and logistical aspects of training sessions and events, including registration, venue booking, catering, materials preparation, trainer scheduling, and travel arrangements.
- **Database Management:** Maintain the LMS/SMS database (including communication with customers), collate evaluation reports post events and manage and update training packages and materials.
- **Stakeholder Engagement:** Build and maintain effective relationships with internal and external stakeholders ensuring that communication regarding requests, enquiries and reporting are timely and effective, and in line with the overarching goals and capacity of the training team.
- **Stakeholder Administration:** Create and maintain administrative systems to ensure that internal and external stakeholders can be managed and supported effectively.
- **Calendar Updates:** Update the training calendar and the Website with current events and activities.
- **Financial Liaison:** Work with the finance team to ensure timely payment of invoices and reconciliation of credit/debit card transactions; update monthly Income & Expenditure

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reports and monitor grant expenditure allocations.

- **Promotional Material:** Maintain and update promotional materials and coordinate the design, delivery and printing of new promotional and training materials.
- **Team Coordination:** Organise team meetings and compile relevant reports for the training team and external partners.
- **Data and Reporting:** Prepare quarterly training reports using relevant data sources and support the National Training Manager to ensure all reporting for contracts and grants is accurate and timely.
- **Project Assistance:** Assist with various projects as required.

This position requires strong organisational skills, attention to detail, and the ability to work collaboratively within a team and with external stakeholders.

PEOPLE MANAGEMENT

N/A

DELEGATION OF AUTHORITY

The incumbent must operate at all times within inTouch's Delegation of Authority and ensure that all decisions and actions align with the responsibilities outlined in the current schedule.

KEY SELECTION CRITERIA

Essential:

- A suitable qualification plus at least 2 years' experience in providing administrative support and assistance; previous experience in a similar role will be highly regarded.
- Advanced MS office skills including Word, Power-Point, Excel and Outlook; technical competence – use of laptops, AV systems photocopiers, etc.
- Skills in data collation and establishing/maintaining efficient administrative systems.
- High level interpersonal skills: verbal, telephone and writing including the ability to liaise effectively with colleagues and stakeholders from a wide range of backgrounds.
- Demonstrated ability to work effectively with limited supervision independently and as part of a team to exercise initiative, to set priorities and work within required timelines.
- Excellent problem-solving skills, attention to detail and ability to prioritise and manage multiple tasks.

Desirable

- Experience in working with Victoria's Multicultural Communities.
- Previous experience using LMS/SMS system.

Personal Attributes:

- Genuine commitment to social justice and to assisting migrant and refugee women and children.

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- High ethical standards and values, ability to act with integrity and confidentiality.
- Authentic leadership style, able to model desired behaviour and create an effective team
- Ability to sensitively manage stakeholder relationships.
- A level of maturity and professional accomplishment and track record appropriate to the representational aspects of the role.
- Resilience in leading a team through change and growth process

SPECIFIC RESTRICTIONS/CONDITIONS

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

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 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.

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,

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including 2 referees, a national criminal records check, a working with children check, proof of identify and 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.
- 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.

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.

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