

Position Description			
Name		Date	
Position Title	<b>Learning and Development Coordinator</b>		
Department	<b>People Working Well (HR)</b>		
EBA / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	HS5 depending on skills and experience 0.6 EFT Flexible (45.6 hours per fortnight) Ongoing permanent position Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wodonga or Wangaratta With the occasional travel to other sites required		
Reporting to	Executive Director People and Innovation		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	<ul style="list-style-type: none"> <li>All GH Staff</li> <li>Executive Leadership team</li> <li>Senior Managers</li> <li>People Working Well other roles in particular Employee Services Coordinator and People Working Well coordinator</li> </ul>		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> <li>Tertiary and secondary educational institutions</li> <li>Relevant regional service providers</li> <li>Research networks and institutes</li> <li>External training providers</li> </ul>		
Program Information	The People Working Well Department provides contemporary people support services for the organisation. Gateway Health's vision of people living well applies to its staff, students and volunteers as much as it does to the broader community. This vision is brought to life within the organisation through the people working well strategy.  This strategy is designed to: <ul style="list-style-type: none"> <li>proactively seek out and develop the outstanding staff it needs to deliver excellent service;</li> <li>invest in the health, wellbeing and capabilities of staff; and</li> <li>promote a learning culture across the organisation.</li> </ul>		
Purpose of the role	The Learning and Development Co-ordinator is responsible for the planning, development and implementation of an organisation wide program to support a learning culture. This framework provides professional development, further education and career path opportunities for current staff, and co-ordination of undergraduate and post-graduate student placement programs.  The position is designed to build capacity in Gateway Health's staff and culture, and support Gateway Health's position in our community as an organisation of continuous learning. The position recognises that our staff, volunteers and students are our greatest asset, and has been established to design, coordinate and implement		

	<p>organisation wide learning, education and skill building programs that enable staff to develop their knowledge and competencies, and advance their career aspirations</p>
<p><b>About Gateway Health</b></p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People Living Well</p> <p><b>Our Purpose:</b> To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p><b>Our Values:</b> Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p><b>Our Principles:</b></p> <p><i>We <b>advocate for</b> fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We <b>respect</b> the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We <b>recognize</b> the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We <b>actively listen</b> and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We <b>believe</b> a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We <b>contribute to creation of</b> a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b> This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> </ul>

- Maintain a high professional standard and work with integrity
- Develop collaborative working relationships
- Communicate with respect and tolerance
- Maintain a client focus
- Adopt a Continuous Improvement approach
- Work within legislative and compliance framework.

## Key Responsibilities and Accountabilities

### Role Specific

- Developing, implementing and evaluating an organisational Learning and Development Strategy.
- Developing and monitoring Learning and Development policy, standards and guidelines, including the preparation of an annual training budget. Coordinate the development, implementation and evaluation of systems and processes to identify, approve, plan, design, implement and evaluate all learning and development activity. Including training needs analysis, training plans, effective use of training resources, and creating a L&D Framework
- Developing and maintaining strong relationships with tertiary and vocational education institutions to support development of a strong student placement program and also other initiatives to drive our “Grow your Own” strategy.
- Promoting and supporting careers in community health through the development and co-ordination of student placement programs, including pre-vocational and vocational programs, and under-graduate and post-graduate programs.
- Work with secondary schools and tertiary education providers to promote career pathways in health; identify and develop potential vocational training opportunities, and traineeships;
- Developing, implementing and evaluating a comprehensive staff and volunteer orientation program, including pre-employment and e-learning modules.
- Leading, developing and evaluating Gateway Health’s mandatory training e-learning (ReHSeN) for staff, volunteers and students in order to meet our legal & compliance obligations.
- In collaboration with the Employee Services Co-ordinator, ensure that Gateway Health staff orientation and mandatory training programs take place according to related Gateway Health policies.
- In collaboration with the Senior Management Team, identify learning opportunities from client feedback and safety reporting, encouraging individuals and teams to learn from these incidents.
- Providing supportive and informative guidance for staff seeking further opportunities in education.
- In collaboration with the People Working Well Co-ordinator act as internal consultant to the Executive and Senior Management of Gateway Health by providing expert level advice and education on developing and leading high performing teams.
- Generate and analyse training and development training budget and activity reports;
- Coordinate student placement programs; both undergraduate and post-graduate
- Represent Gateway Health as a leader in its field in relevant industry or sector forums as required
- Negotiate and liaise with internal experts/trainers and external training providers to design and deliver comprehensive in-house training programs that address training needs analysis priorities, and where possible, support Continuing Professional Development (CPD) to meet professional regulation requirements for clinical staff.
- Design and implement systems and processes for reviewing all learning and development activity, including external study leave, ensuring that activity is customer focused and supports the achievement of Gateway Health objectives.

- Lead the design and implementation of a Professional Development program for all staff across the organisation
- Participation in regular performance reviews and appraisals
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software
- Active participation in Professional Development
- Completion of Mandatory training
- Any other duties as directed by your manager that are considered a reasonable requirement of the role

### Financial Management

- Follow all Gateway Health financial procedures
- Invoices raised and processed within program deadlines

### People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the People Working Well team, work environment and to GH.
- Behave in accordance with organisational values
- Positively embrace and adopt a growth mindset with an eye for quality improvement.

### Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- As this position is within a community health service the occupant may be asked to be temporarily redeployed to meet the Health Service's responsibilities in the event of a disaster or emergency. Any such changes will be made in consultation with the occupant.

### Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

### Key Selection Criteria

**Applicants MUST address the Selection Criteria below when completing an employment application**

#### Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Relevant tertiary qualifications in human resources or related field, or currently undertaking relevant studies.
3. Knowledge and experience in design, implementation and evaluation of organisation wide learning and development program.
4. Ability to drive continuous improvement initiatives and drive a learning culture
5. Proven ability to work collaboratively across the organisation and with a wide range of stakeholders
6. Demonstrated skill and experience in coordinating and implementing, staff training needs analysis and design and delivery of training programs.
7. Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner.
8. Relevant experience and aptitude in the use of learning or information management systems, and a demonstrated ability to use the Microsoft Office suite of products.

#### Mandatory Requirements

9. Current Australian Drivers Licence or accepted International Drivers licence
10. Confirmation of your right to work in Australia, Satisfactory National/International Police and Victorian Working with Children Checks must be provided prior to commencement.
11. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

**Accepted by**  
(print name):

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**Employee**  
**Signature:**

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**Date:**

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