



Job Description

Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: Learning Campaign Leader

Reporting: The role reports to the General Manager – People & Risk

Objective:

The key objectives of the role are to:

1. Work with subject matter experts to develop and implement creative and informative learning campaigns and content, utilising various media, that meet the needs of both learners and the business across all areas of the organisation;
2. Provide learning, coaching and support to Civic leaders on how to identify, embed and create learning opportunities for the everyday;
3. Evaluate and develop organisational policy, practices and programs to support learning outcomes.

Duties and responsibilities:

1. Work with the team to evaluate, develop and implement the Civic Learning Framework that defines Civic’s approach to learning and embeds the idea we can all own our learning journey.
2. Coach, mentor and support leaders, employees and volunteers to broaden their view of what learning is, how we learn and how we can deliver improved learning outcomes.
3. Work with the business to help them identify opportunities for learning in the everyday, identify new ways that we can share learning across the organisation, and create innovative and unexpected approaches to learning that support the delivery of a great customer experience, while enhancing the employee experience.
4. Work with leaders, employees, volunteers and clients across the business to design and deliver content, across varied delivery platforms, that shows an understanding of the business, learning needs, and the environment learning is delivered in.
5. Identify and form learning partnerships with other service providers, learning institutions and organisations outside the sector that bring new opportunities to Civic and allow us to enhance our experience of learning.
6. Assess learning across the organisation, developing and implementing an evaluation program to support the business to proactively identify and manage learning gaps and opportunities, make sure that learning is connected to skill and capability needs, and learning outcomes are being met.



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7. Work with the General Manager, People & Risk and the digital experience team to design and scope selection criteria for a learning management system that will enable Civic to provide an improved digital learning experience.
8. Embed Civic's mission, vision, values and Our Mana in our learning, supporting the creation of a customer and employee experience-based culture that delivers exceptional value.
9. Create learning and guidance materials to support leaders, employees, and others to understand and promote learning and improve learning outcomes for employees and clients.
10. Evaluate, develop and implement policies, procedures and tools to support learning outcomes, to ensure alignment with client and employee needs and expectation, research and evidence-based practice, compliance and regulatory requirements, and enhanced client outcomes.
11. Evaluate, develop and implement innovative programs that promote learning across Civic.
12. Complete documentation and reporting to allow learning outcomes to be evaluated and monitored.
13. Provide reporting and relevant documentation within Civic and meet relevant legislative reporting.
14. Liaise with leaders, employees, advocates, partners and external agencies (including Government agencies), where appropriate, in relation to learning.
15. Maintain currency of knowledge of learning best (next) practice bringing fresh ideas and ways to thinking about learning to Civic.
16. Represent Civic in external forums and meetings regarding learning.

Essential Criteria

- Degree (or equivalent) in communication, journalism, education, business, arts or similar.
- A creative approach to designing and delivering learning campaigns and content that doesn't rely on classroom-based learning. It's challenging to pull large numbers of our front-line workers away from supporting clients. A healthy dose of creativity, curiosity and bravery is needed to try something new!
- Experience designing, evaluating, developing and implementing varied learning content across various delivery platforms that learners and the business love.
- A partnership and coaching approach when working with leaders, employees, and others to improve learning outcomes.
- Experience in, or an understanding of, community health, age care and/or disability services would be a huge advantage.
- The ability to translate sometimes complex concepts, policy and legislative requirements into a language and format that learners can understand and use.
- The ability to form working relationships based on trust and respect, where internal customers see the value of the services you provide.
- A passion for working with people with a disability, leaders, employees and others, to find innovative and practical solutions that allow people to realise their human potential.



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- An understanding of the National Disability Insurance Scheme and the Quality & Safeguarding Commission would be a huge advantage.
- Unrestricted Drivers Licence.