

# JOB DESCRIPTION



Key Position Information			Date Reviewed: August 2018
<b>Title</b>	Senior Instructional Designer and Facilitator	<b>Department - Location</b>	Corporate Support Services
<b>Reports to</b>	Centre Manager	<b>Award</b>	Individual Employment Contract (or as updated)
<b>Level / Salary</b>	8.3	<b>Basis of Employment</b>	Part time

**Role Purpose**

The Senior Instructional Designer and Facilitator provides learning solutions to both Richmond Wellbeing employees and external clients. This role contributes to the training needs analysis, design and development, delivery and evaluation of all training solutions developed by Richmond Wellbeing including ongoing maintenance.

The Senior Instructional Designer and Facilitator is required to be highly organised with the ability to work independently within required timeframes, providing a quality learning experience for the participant. The Senior Instructional Designer and Facilitator must have the ability to develop both face to face training as well as online solutions (e-learning) and have the required skills and knowledge to apply adult learning principles. The Senior Instructional Designer and Facilitator works collaboratively with team members to support & mentor participants to work in a recovery oriented way, whilst being mindful of contractual obligations and RW policies and procedures.

The duties may vary in line with operational and business requirements.

Richmond Wellbeing Vision, Purpose and Values			
Our Vision: A community where people are able to recover and live a valued and fulfilling life.			
Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.			
<p><b>Hope</b></p> <p>We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.</p>	<p><b>Inclusion</b></p> <p>We embrace diversity, respect and value people’s differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.</p>	<p><b>Service Excellence</b></p> <p>We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.</p>	<p><b>Compassion</b></p> <p>We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with, families, individuals, colleagues and the community.</p>

**Statement of Diversity**

The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.

<https://www.rw.org.au/diversity-statement>

Key Result Area	Key Accountabilities and Responsibilities	KPIs
Richmond Wellbeing Values	<ul style="list-style-type: none"> <li>• Acts consistently in accordance with the RW Values and Key Principles – challenges practices inconsistent with these values and uses values as a basis for managing relationships and decision making</li> <li>• Actively engage in self-reflection and develop own practice</li> </ul>	<ul style="list-style-type: none"> <li>• Reflect RW values in daily interactions and within scope of role.</li> <li>• Demonstrate this in supervision and Critical reflection groups</li> </ul>
Learning and Development	<ul style="list-style-type: none"> <li>• Training needs analysis, design, implementation, deliver and evaluate training for face to face training as well as online content and supporting materials</li> <li>• Develop learning and training content for online platforms, including videos and learning management systems</li> <li>• Deliver training / facilitate learning as needed internally and externally</li> <li>• Identify gaps and devise solutions to address the gaps in service delivery</li> <li>• Initiate continuous improvements to the quality of training provided to clients and identify service improvement opportunities</li> <li>• Provide support and advice to line managers and executive managers in their development of training for the sector and beyond</li> <li>• Enhance programs for staff training and development, especially focusing on: <ul style="list-style-type: none"> <li>○ Recovery oriented approaches that draw on strengths based, person centred, consumer perspectives</li> <li>○ Service delivery to meet changing needs of residents</li> <li>○ Supporting staff to continue their own development</li> </ul> </li> <li>• Provide support and advice to line managers and executive in building a robust RW training department</li> <li>• Travel to customer sites to deliver training as needs required</li> <li>• Ability to be self-sufficient and organised to provide a quality learning experience for the participants</li> <li>• Ability to use including use of IT software and equipment to</li> </ul>	<ul style="list-style-type: none"> <li>• Provide end to end learning solutions to meet business requirements within deadlines provided</li> <li>• Contribute to programs which support adult learning principles</li> <li>• Review evaluation feedback, looking and implementing new facilitation suggestions to further improve</li> <li>• Ensure all programs are fully prepared a minimum of 24 hours before delivery</li> <li>• Provide facilitation as required to meet business needs</li> </ul>

	facilitate learning (SMART Board etc)	
Mentoring & Coaching	<ul style="list-style-type: none"> <li>Assist training team members to offer recovery mentoring or coaching to RW workers responsible for working toward recovery</li> <li>Support and advise RW line managers and program managers in their management and development of staff undertaking recovery work</li> </ul>	<ul style="list-style-type: none"> <li>Use of coaching frameworks which support increasing staffs' skills and knowledge</li> <li>Document all mentoring and coaching and provide feedback opportunities to support staff development</li> </ul>
RW Policy Development	<ul style="list-style-type: none"> <li>Develop appropriate RW Policies and Procedures that assist RW Management in progressing a recovery ethos (where necessary)</li> </ul>	<ul style="list-style-type: none"> <li>Recognise policy improvements or RW's need for new policy and procedures to implement as required.</li> </ul>
Special Projects	<ul style="list-style-type: none"> <li>Undertake project work outside the normal scope of the RW Senior Instructional Designer and Facilitator role as directed from time to time</li> <li>Assist the training team with the development of the organisation through specific projects that fall within the scope and ability of the incumbent</li> </ul>	<ul style="list-style-type: none"> <li>Willingly contribute and participate in RW projects as necessary.</li> <li>Keep record of training implemented within the organisation to recognise potential projects beneficial to RW.</li> <li>Actively contribute and participate in training specific projects.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>Report on Key Objectives to measure progress against required outcomes as directed by line manager</li> <li>Recommend Key Objectives that communicate the effectiveness and progress of the training and mentoring activities</li> </ul>	<ul style="list-style-type: none"> <li>Keep track of progress towards key objectives for reporting.</li> <li>Ensure that reports are to RW standard.</li> <li>Use best practice in communicating objectives to team members and other staff of RW.</li> </ul>
Quality Assurance	<ul style="list-style-type: none"> <li>Participate in Quality Assurance processes by recommending changes and communicating issues that may affect Richmond Wellbeing to your immediate manager</li> </ul>	<ul style="list-style-type: none"> <li>Active participation in following QA processes and providing continuous improvement suggestions</li> </ul>
Employee Contribution	<ul style="list-style-type: none"> <li>Positive and constructive work environment is promoted where employees are valued</li> <li>Employees adhere to the RW Code of Conduct and Ethics and Policy and Procedures</li> <li>Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW</li> <li>To carry out other duties which may be required, requested or directed and which are within the person's capability and training to perform</li> </ul>	<ul style="list-style-type: none"> <li>Show respect and helpfulness in all interactions</li> <li>Read, understand and seek clarification of Policy and procedure documents.</li> <li>Enroll in and complete required Core Training within required time frame.</li> <li>Duties are completed to expected standard as outlined by manager.</li> </ul>

Occupational Safety and Health	<ul style="list-style-type: none"> <li>Promote a safe and healthy working environment that complies with OSH requirements</li> <li>Take a shared responsibility to ensure the safety and well-being on self and others</li> <li>Utilise all protective equipment provided and as instructed</li> <li>Work in a safe manner while exercising due care and caution</li> </ul>	<ul style="list-style-type: none"> <li>A “Safe work” culture operates within Richmond Wellbeing</li> <li>Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.</li> </ul>
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<b>Employee Requirements</b>	
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Skills	<ul style="list-style-type: none"> <li>Excellent communication skills including; <ul style="list-style-type: none"> <li>The ability to communicate clearly and respectfully with consumers, families, colleagues, personnel and external stakeholders.</li> <li>developed written skills</li> <li>developed research skills</li> <li>developed conflict resolution skills</li> </ul> </li> <li>Instructional design and facilitation skills to support adult learning principles.</li> <li>Ability to analyse and develop storyboards/flow maps and make suggestions on improvements of content.</li> <li>Demonstrated computer skills, in relevant programs such as MS Office applications.</li> <li>Ability to develop on-line solutions using specialist software, e.g. Adobe Captivate.</li> <li>Align objectives and contribute to changes in work practices. Ability to operate within organisational guidelines, programs, procedures and policies.</li> <li>Demonstrated ability to plan, organise and manage daily tasks</li> <li>Demonstrated ability to undertake general administrative project work</li> <li>Work effectively in a team environment</li> <li>Competent in a culturally diverse setting</li> <li>Understands professional ethical responsibilities and expectations</li> <li>Demonstrated commitment, sensitivity and responsiveness to individuals, and can manage differences in an effective, equitable and consistent way</li> </ul>
Knowledge and Qualifications	<p>ESSENTIAL</p> <ul style="list-style-type: none"> <li>Cert IV in Training and Assessment</li> <li>Demonstrated ability to facilitate/train/public speak in a human services community environment and professionals, carers and consumers</li> <li>Experience in using coaching frameworks</li> </ul> <p>DESIRABLE</p> <ul style="list-style-type: none"> <li>Cert IV in Mental Health or related discipline</li> <li>Project Management experience</li> <li>Bachelor or higher in relevant discipline</li> </ul>
Attitude	<ul style="list-style-type: none"> <li>Positive attitude towards people experiencing mental distress.</li> <li>Passionate, innovative and motivated to develop a strong and successful recovery processes</li> <li>The ability to live RW values in all workplace tasks and interactions.</li> <li>Pro-active individual who is enthusiastic and committed to upholding RW values and principles</li> </ul>
Experience	<p>ESSENTIAL</p> <ul style="list-style-type: none"> <li>Previous training, facilitation, and assessment delivery</li> <li>Experience in writing and developing training programs</li> <li>Experience in developing content for online platforms</li> </ul> <p>DESIRABLE</p> <ul style="list-style-type: none"> <li>Previous work in a setting with people who are experiencing or have recovered from mental health issues</li> </ul>

	<ul style="list-style-type: none"><li>• Lived experience of mental health recovery or as family members of people with a lived experience of recovery</li></ul>
Other Requirements	<ul style="list-style-type: none"><li>• Current National Police Clearance Certificate.</li><li>• Current Driver's licence</li></ul>