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| **Position Title** | **Senior Trainer**  | **Department** | **Learning & training**  |
| **Reports to**  | **Manager, Learning & Training** | **Effective date** | **May 2023** |
| **Responsible for** | **N/A** | **Location** | **Collingwood** |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf & Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity.  Expression Australia is an iconic and progressive community organisation, a rapidly evolving commercially oriented business and leader in providing services to people who are Deaf, hard of hearing or who experience barriers to participation. We strive to be a bi-lingual, bi-cultural organisation that respects both languages – Auslan and English - equally and celebrates the rich heritage and cultural diversity of the Deaf community and individuals.  Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community. |

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| **Role Overview** | Reporting to the Manager, Learning & Training, the Senior Trainer provides expert advice and guidance in the area of teaching to the organisation. The Senior Trainer will collaborate with the Learning & Training team to develop and deliver high quality learning experience across all our programs. This will include, but not limited to, Program development, curriculum design, teaching practice and workforce development. As a language specialist, this role will work closely to support and mentor trainers, educators, and tutors on teaching practice. |

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| **Job Specific Responsibilities***Key performance indicators will be clearly defined through the performance planning process.* |
| **Contribute to the achievement of Expression Australia’s strategic objectives**  | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities.
* Model behaviours that are consistent with the mission and beliefs of the strategic plan.
* Model behaviours that reflect our values.
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| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others
* Adhere to OHS guidelines
* Adhere to the organisation’s Quality framework
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| **Financial management**  | * Assist with development of operational business plans to achieve performance indicators.
* Work collaboratively to develop a successful fee for service business model.
* Support Manager, Learning & Training on any tenders submissions and business proposals.
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| **Learning and Training programs delivery** | * Deliver of a range of Learning and Training Programs
* Conduct basic Auslan language assessments where necessary to inform appropriate language program delivery.
* Deliver educational sessions during business hours and after hours when required.
* Ensure all classes run smoothly and consistently through evaluation, mentorship and resource development
* Tailor training style and delivery methods (including via video conferencing) to suit varying learning needs.
* Plan for a well-structured, positive and impactful learning experience for learners and teaching experience for trainers
* Regularly seek feedback and evaluation from trainers and learners and make improvements in services where necessary
* Provide regular reporting updates to Manager, Learning & Training
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| **Develop Deaf/HoH and Auslan Programs**  | * Provide consultation and expert advice for stakeholders on teaching projects.
* Work with program coordinators to ensure a best practice approach for all programs.
* Review existing teaching materials regularly.
* Develop and tailor learning resources for the different programs and audiences.
* Provide support to the Auslan Teaching workforce, including advice, mentoring and delivery of training.
* Look for opportunities to develop the skills and capacities of our workforce
* Lead the recruitment and onboarding of new trainers.
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| **Learning Development within the organisation** | * Provide expert advice to the organisation around the learning and acquisition of Auslan in the organisation.
* Assist in the development of a learning strategy for the organisation.
* Deliver learning programs where agreed.
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| **Core Capabilities (including Expression Australia Values highlighted in orange)** |
| **Respectful***Behaving ethically appropriate, respectful of culture & community and providing person centred services to clients and others* | Provides excellent levels of client and staff-centred services regularly. Establishes and maintains effective relationships with trainers. Involves staff and client in service design and advocates for the holistic experience. | **Diversity***Showing respect for diverse backgrounds and experiences* | Builds a diverse staff group with a variety of skills who function effectively to accomplish the mission of the organisation. Develops a creative initiative focused on recognising the various dimensions of diversity to encourage inclusiveness in the workplace. |
| **Technology***Using and understanding technology to improve service delivery* | Uses technology and applies emerging and evolving technologies to current and future business needs at the operational level. Supports appropriate use of communications and technology systems. Assists with implementation and training of staff in the use of workplace technology.  | **Accountable***Demonstrating responsibility for own work* | Sets measurable objectives for self and team. Structures work methods and monitors performance to meet organisation needs and deliver balanced outcomes. Reviews the effectiveness of projects. Manages and takes responsibility of organisational impact and risk. |
| **Adaptive/Resilience***Demonstrating and developing individual coping strategies* | Applies sound competency in considerably difficult situations. Responds to setbacks by developing alternative approaches to determine the best course of action, whilst maintaining the team's effectiveness, quality and morale during times of change or difficult situations. | **Progressive***Innovating and looking at ways to improve the lives of our clients and communities* | Models continuous improvement and recognises the potential impact of solutions on other areas and externally. Participates in the resolution of complex problems. Manages the team through this. |
| **Inclusive***Working effectively and engaging with others to achieve a common goal* | May lead and supervise team leaders, coaching and building effective teamwork. Effective team participant. Provides guidance and information to less experienced staff within area. Maintains defined relationships under guidance and ensures they work efficiently. | **Commercially** **Focused***Ensuring that all services are right for our clients and our organisation* | In depth knowledge of role-related areas and is capable of independently achieving effective outcomes. Provides timely advice, information and assistance. Can work effectively cross-functionally within the organisation. Sound interpersonal skills. Monitors performance against expected requirements. |
| **Auslan***Language of Choice* | Our organisation is bi-lingual and bi-cultural, where Auslan and English are both utilised languages. The learning and use of Auslan is encouraged and endorsed in the workplace. Along with a willingness to learn Auslan, possess a positive attitude towards continuing to improve language skills is imperative. |

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| **Job Specific Capabilities** |
| **Business Acumen***Demonstrating business knowledge and skills*  | Ability to manage human, financial, and information resources operationally. Self-regulates emotions and reactions which enables the display of a calm demeanour in a variety of situations and is able to meet deadlines consistently when under pressure. Undertakes research, analyses issue and recommends options based on contemporary business practices. |
| **Manage Risk***Ensuring that risks are effectively managed* | Operates within the organisation’s risk framework. Complies with internal policies and procedures. Identifies risks and actions required |
| **Coaching & Development** *Building the capability and capacity of staff* | Exercises inspirational leadership through application of contemporary HR practices and empowering others. Helps mentor, skill and develop staff and provides regular feedback to staff. Ensures recruitment, performance management and learning and development processes are in place and reflect priorities. Delegates effectively to help people increase their skill and level of responsibility. |
| **Plan** *Applying proper planning to achieve priorities* | Adopts a results orientation. Ensures programs and services meet expectations. Monitors progress against plans and takes appropriate corrective action. Monitors the outcomes and planning around this and that of the team. |
| **Direction & Focus***Providing direction and linkages to goals, vision and strategy* | Sets performance objectives for services and programs. Monitors progress against business objectives |
| **Manage Change***Supporting and promoting organisational change*  | Articulates the intended result of the change process and guides employees as well as being an instrumental part in the planning or managing change. Assesses potential barriers and resources necessary for change initiatives. |
| **Problem Solving** *Thinking and analysing to develop solutions to problems* | Models and applies an adaptable approach to finding solutions to problems. Identifies requirements for improvement. Recognises the potential impact of solutions on other areas and externally. Participates in the resolution of complex problems. |

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| **Knowledge, Skills & Experience** |
| **Essential*** Knowledge and understanding of the Deaf Community and hard of hearing people.
* 3-5 years + experience in education in formal and informal setting
* Strong communication skills
* Experience managing projects (including planning, time management, risk analysis, issue resolution)
* Strong relationship management skills and the ability to work collaboratively with a range of internal and external stakeholders across organisational hierarchies.
* Strong organisational skills, ability to work autonomously.
* Auslan as a primary language

**Desirable*** Formal linguistics training or education, curriculum development experience
* Experience in online delivery
* Experience developing Auslan resources or instructional design
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| **Education / Qualifications / Certifications/ Memberships** |
| * Language related qualification desirable
* Certificate in Training And Education (TAE) or other equivalent teaching certification
* Linguistics training or education
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| **Travel Requirements** |
| * Minimal travel within Victoria and may entail some interstate travel
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| **I acknowledge that I have read, understood, and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.** |
| **Employee signature \_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |