

Position Description – Learning and Development Manager

Core Detail

Title	Learning and Development Manager
Objective	To co-ordinate and facilitate training and development of employees within TriCare in consultation with Division heads, particularly TriCare’s Aged Care Division (ACD), and to contribute to continuous improvement for the ACD’s operations.
Role	The L&D Manager is responsible for the coordination of relevant training and development initiatives through maintaining the quality and integrity of the Learning Management System (LMS) and the materials embedded for TriCare Limited and effectively managing the timely, consistent and targeted training and development to identify the training needs of employees in line with regulatory requirements.

Position Parameters

Employment	Full time, permanent
Reporting to	Manager – Human Resources
Staff directly supervising	Learning and Development Co-ordinator
Location	TriCare Head Office

Detailed Description of the Position

Deliver end to end Learning and Development services	<ul style="list-style-type: none"> • Liaise with the Group Care and Compliance Manager, Retirement Living Management and Head Office Management to ensure TriCare’s training for all employees meets the needs of its residents, customers and regulators. • Work with the GM Human Resources to develop a Learning and Development strategy and plan. • Design and Deliver training as required. • Lead development and maintenance of education policies, procedures and systems. • In partnership with ACD Managers, Retirement Living Managers and Head Office Managers, assist in monitoring training completion across TriCare, ensuring compliance requirements. • Conduct audits as scheduled to review the quality of the training and education program and provide reports and
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	<p>action plans in consultation with the Group Care and Compliance Team and Retirement Living Management</p> <ul style="list-style-type: none"> • Support Facility Managers, Directors of Nursing and Clinical Managers to ensure consistent delivery, assessment and recording of training at the ACD sites. • Ensure an agreed evaluation and feedback process for training and education is implemented, collated and reported quarterly. • Orientate new Management employees and other key personnel in TriCare's training systems and processes. • Coordinate the Grow Our Own Employee Development Scheme according to TriCare policy which includes conducting interviews of candidates and handling the administrative processes. • Facilitate the review of new training and education products for suitability in consultation with the Group Care and Compliance Team, Retirement Living Management and Head Office Management. • Liaise with the WHS Co-ordinator to ensure TriCare's training requirements to meet statutory responsibilities in the areas of WHS responsibilities and due diligence obligations, emergency response, fire safety and role specific safety training.
<p>Learning Management System and Compliance</p>	<ul style="list-style-type: none"> • Maintain the processes for the ongoing use of the LMS for providing and monitoring the training compliance of employees. Assist site employees in recording Internal and External Training such as toolbox sessions, workshops, conferences and online training, in the LMS • Orientate new site employees, particularly FMs, CMs, DON's, AO's and Village management on the administration of the LMS and associated policies. • Deliver compliance reporting to Division heads and the Board as required.
<p>Training Opportunities Across TriCare</p>	<p>Source relevant government and other funding for TriCare for consideration by ACD and Retirement Living Management and the Board. This is achieved by:</p> <ul style="list-style-type: none"> • Creating relationships with RTOs and tertiary institutions, as necessary, to enable the most cost effective options for TriCare in educating existing employees. • Review and examine the benefits across TriCare of apprentices and trainees, and mechanisms for support of a program involving apprentices and trainees. The review will require consultation with senior management, Facility Managers and other staff.

	<ul style="list-style-type: none"> • Keep abreast of any Government funded training initiatives accessible to aged care providers, assessing feasibility (e.g. if we have the resources to coordinate the program) and the benefits to TriCare and the employees. • Coordinate government funded programs for employees to attain qualifications in accredited courses relevant to their positions and direct and guide employees as to how to access available tertiary support services if required.
Work Health and Safety/Emergency Response and Fire Safety	<p>The incumbent has the responsibility to comply with and meet all obligations contained in:</p> <ul style="list-style-type: none"> • Work Health and Safety (WHS) legislation, and • Related WHS responsibilities; and • TriCare's WHS - Risk Management Policy.

Skills and Knowledge

- Ability to construct, deliver and review training programs on specific topics, to all levels of personnel. The principles of adult learning, assessment and organisational behaviour are fundamental to this role.
- A high level of knowledge of the Vocational Education & Training (VET) sector.
- High level administrative skills and organisational abilities.
- Experience in project management and implementation/maintenance of training systems.
- A sound understanding, and demonstrated implementation, of performance management principles.
- Intermediate to high level computer skills, particularly software and systems used within Learning Management Systems and design software such as articulate or other
- Excellent oral and written communication skills.
- Able to prepare well researched, clearly presented reports and submissions as necessary.
- Able to critically analyse and evaluate.

Personal/Other Attributes

A solutions based approach to education and training delivery and administration, including:-

- Enthusiastic, professional role model with a hands on approach.
- Ability to participate actively and constructively within a team.
- Ability to work collaboratively, sharing, providing and receiving feedback.
- Patience and approachability in all dealings with employees, residents, relatives and visitors.
- Able to prioritise effectively.

- Able to accept accountability and responsibility for the development of employee competencies and skills.
- Flexible approach to working hours.
- Able to meet deadlines and work under pressure.
- Willingness to travel to all TriCare facilities as required.

Experience

- Training /education qualification
- Certificate IV in Workplace Training and Assessment.
- Demonstrated capability in use of plain English in written and oral communication / tools.
- Demonstrated capabilities in performance management.
- Experience of training quality frameworks essential.
- Experience in a personnel management / supervision position preferred.
- Experience and/or qualifications in health care.
- Knowledge of consultative systems such as Best Practice.
- Sourcing appropriate training delivery options.
- Experience / knowledge of Government funding sources advantageous.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review.