

# Senior Learning and Development Needs Coordinator

## Position Description

<b>Directorate:</b>	Membership, Volunteers and Regional Operations
<b>Reports to:</b>	Manager, Member Programs
<b>Direct reports:</b>	Learning and Development Needs Officer
<b>Location:</b>	Centre based in State Office at Lewisham.
<b>Primary position objective:</b>	Effectively support the work of Conferences by identifying the current and future learning and development needs of members to inform the design and delivery of training initiatives.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

**Member and Youth Experience:** this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

**Member Programs:** this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs.

**Volunteer Experience:** this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

**Regional Operations:** this team is responsible for local implementation of conference engagement; member, youth and schools engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

### Accountabilities and responsibilities

The Member Learning and Development Needs Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Identify current and future learning and development needs of members and volunteers by coordinating input from members through the network of Member and Community Engagement Coordinators, Volunteer Engagement Officer, Schools and Youth Engagement Officer;
- Lead the design and delivery of development programs for members and volunteers to equip them with necessary skills to undertake their roles and future leaders to prepare them in their annual planning, relationship building and succession planning responsibilities.
- Build and maintain relationships through liaison and consultation with Members, Volunteers and Regional Operations and other Directorates.

- Lead the planning of learning programs and events as needed to support the delivery of member and volunteer initiatives.
- Evaluate learning programs and tools, make recommendations and implement upon approval.
- Supervise the Learning and Development Officer to ensure continuous professional development and guidance to contribute to the achievement of team objectives.
- Contribute to a safe working environment for members, staff and volunteers by adhering to the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Increase the proportion of members and volunteers who access training and development opportunities and report that these have strengthened their knowledge and skills.
- Achieve intended outcomes of initiatives and activities that support the learning and development needs for members and volunteers state-wide.

## Key working relationships

In addition to the Manager, Member and Youth Experience and their direct reports, the Senior Learning and Development Needs Coordinator will foster close working relationships with:

- Member and Youth Experience Manager
- Volunteer Experience Manager
- Program Management and Reporting Coordinator
- Member and Community Engagement Coordinators (Regional Operations team);
- Volunteer Learning and Development Coordinator (Volunteer Experience team);
- Learning and Development Regional Partners (People and Culture).

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **'People we Serve' Centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values Based Leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact Focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change Leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team Performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital Engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and Improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial Acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

## **Role-specific criteria**

- Relevant tertiary qualification/s in workplace training, adult education or equivalent.
- Experience in conducting learning and development needs analysis and evaluating development programs
- Experience in designing and delivering training programs
- Exposure to learning management systems.
- Proven ability to collaborate effectively with diverse workforce segments across a geographically distributed organisation to identify their unique and common learning needs.
- Proven communication and interpersonal skills across a range of mediums.
- Proven project management skills and the ability to manage competing priorities.
- NSW driver licence.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.