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<b>Position:</b>	<b>Community Training Officer (CTO)</b>
<b>Classification:</b>	Social Community Home Care and Disability Services (SCHCADS) NSW Award Level 5 (Salary Packaging is available)
<b>Hours:</b>	22 hours per week.
<b>Responsible to:</b>	Manager Community and Sector Capacity Building

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This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is part of a dynamic service based upon growing community need and that outcomes and activities may change over the course of time.

### Reporting & Organisational Context

The Community Training Officer is responsible to the Board of Directors of Canterbury City Community Centre (CCCC) through the Manager Community Programs and Capacity Building. The Community Training Officer will be aware of the requirements of other stakeholders such as Department of Health and Commonwealth Home Support Program (CHSP) service sector.

### Position Objective

The position falls within the Skills Training and Resource Service (STARS) an activity of Canterbury City Community Centre. The objectives of STARS are:

- Provide a range of activities to support, develop and strengthen Commonwealth Home Support Programs (CHSP) funded organisations across the areas of the former Canterbury and Inner West LGAs
- Computer Deliver and broker innovative and flexible training to staff and volunteers of CHSP services to deliver quality services that are responsive to client needs
- Develop training responsive to current aged care sector trends, as well as update existing training materials to focus on wellness and reablement
- Disseminate information and promote collaborative partnerships across the CHSP and broader aged care service system
- Strengthening the capacity of CHSP service providers to deliver quality services that are responsive to client needs, including clients with diverse needs.

### Knowledge, Skills and Experience

#### Essential Criteria:

- Relevant tertiary qualifications (including Cert IV in Training and Assessment TAE40016) and experience in the social sciences, community welfare, and/or community development Computer skills, including Outlook, Word and entering data into a database
- Experience in developing and delivering training to diverse groups of people
- Understanding of the needs of adult learners
- Experience and/or knowledge of the Commonwealth Home Support Program

- Exceptional organisational skills
- Understanding of issues impacting the Aged Care Sector
- Current driver's licence and access to a vehicle
- Computer skills, including Word, Office 365 Suite, Excel and Power Point.

#### **Desirable Criteria:**

- Cross cultural skills
- Understanding and experience in working with disadvantaged communities
- Experience working in the non government sector.

### **Principle Duties**

#### **Service Delivery**

- Organise and deliver staff and volunteer training across the former Canterbury LGA and Inner West LGA
- Engage suitable consultants and external trainers to deliver volunteer and staff training across the target area
- Arrange training venues and organize appropriate equipment as required
- Receive enquiries about training and liaise with service providers about their training needs
- Ensure that training resources and equipment are properly maintained.

#### **Planning and Evaluation**

- Consult with local CHSP organisations on their training and service development needs to inform service delivery
- Monitor activities against the STARS Work Activity Plan and recommend any changes to ensure activities are completed effectively and on time
- Analyse, survey, evaluate and gather feedback from service users to determine level of success in achieving set objectives (including evaluation of all training sessions and annual training needs analysis)
- Contribute to CHSP Planning regional processes.

#### **Effective Workplace Relationships**

- Maintain effective working relationships with Centre staff
- Participate in Centre staff meetings, training and strategic planning days
- Establish and maintain effective working relationships with multiple external stakeholders in the CHSP service sector
- Attendance at CHSP Forums and other relevant local aged service networks as required.

#### **Service Development**

- Develop appropriate training strategies and material for training courses in response to latest developments and industry standards
- Engage with multiple stakeholders, corporate sponsors and community partners in the development and implementation of STARS sector support and development activities
- Keep up to date on emerging issues, legislation, reports related to the Aged Care Sector.

### Reporting and Compliance

- Maintain a database of all training delivered by STARS
- Contribute to bi-annual reports to funding bodies.

### Promotion and Publicity

- Promotion of training and other activities using the Centre's existing communication channels (facebook, Instagram, website, newsletter, group emails and flyers).

### Financial Management

- Submit invoices, payments and petty cash to the Manager and the Book Keeper on a weekly basis.

### WH and S

- To participate in providing a safe working environment for staff.

### Other

- Adhere to the Centre's Code of Behaviour and Policies and Procedures as contained within the Centre's Policy & Procedure manual.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name