



West Wimmera Health Service

Position Description

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| Position: | Training Officer/Careers Advisor |
| Location: | Based at Nhill but may be required to work across all sites as mutually agreed upon |
| Reporting to: | Manager People and Culture |
| Division: | Quality and Safety |
| Award: | Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021-2025 |
| Level: | HS3 |

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometre region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Values

Total Care - *delivering care that is safe, effective and person-centred, always*

Safety – *providing a safe workplace and services free from avoidable harm*

Unity - *working well together in a great place to work*

Accountability - *doing the right thing by our stakeholders and ourselves*

Innovation – *using our imagination - if there's a better way we will find it*

Our Strategic Directions

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| Strategy one | Empower our community to live their best life |
| Strategy two | Invest in population health |
| Strategy three | Build partnerships for healthier communities |
| Strategy four | Harness technology and innovation |
| Strategy five | Strengthen our workforce capacity |

Position Relationships:

| Key Internal Relationships | Key External Relationships |
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| <ul style="list-style-type: none">All staff and departments | <ul style="list-style-type: none">CommunityEducation Providers (such as TAFEs and Universities), Department of Health, Registered Training Organisations and other training providers (such as schools). |

Position Overview:

The Training Officer/Careers Advisor will be responsible for providing essential training and assessment activities for employees covered by the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025, and guidance to employees to support them in progressing through opportunities in line with their chosen career path. The area of responsibility will encompass all sites and WWHS staff.

Key Selection Criteria:

Essential:

1. Ability to work effectively both in a team and independently.
2. Clear understanding of privacy and confidentiality requirements in the context of the healthcare industry.
3. Proven ability to build rapport with a wide range of people at all levels, and influence, negotiate and clearly communicate to deliver satisfactory outcomes.
4. Demonstrated ability to guide, mentor and develop staff, deliver constructive feedback and deal with under-performance promptly and sensitively.
5. Demonstrated ability to identify and shape learning needs and strategies for students and employees.
6. Have or willing to obtain Certificate IV in Training and Assessment
7. Advanced computer skills in Microsoft Office

Desirable:

8. Relevant tertiary qualifications or substantial experience in relevant fields (such as teaching, careers counselling or human resources): Minimum Level 5 – Australian Qualifications Framework.
9. Experience in the healthcare industry
10. Experience in scheduling, marketing, coordination and delivery of both large- and small-scale training events.

Pre Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. COVID-19 Vaccination
4. Flu Vaccination
5. Australian Driver's License

Key responsibilities:

- Assist with the coordination of, participate in and deliver various learning and developmental activities, workshops and seminars as required.
- Promote professional development of self and others.
- Identify clinical education and training needs of employees.
- Design learning programs that meet industry expectation and provide meaningful learning experiences.
- Provide support for students.
- Encourage, facilitate and support each discipline to provide student placements as part of their normal duties and liaise with Graduate/Post Graduate Student Support Officers.

Statement of duties:**Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.
- Practice within policy and procedural guidelines

- Demonstrate an ability to resolve conflict, promoting and maintaining an environment of team work and professionalism.
- Accept accountability for own actions and seek guidance from senior managers when limited by own level of expertise.
- Represent the health service on nominated committees, working groups and projects as designated and ensure information is shared with the team.
- Support an actively participate in identifying areas of practice where improvements can be made and undertake quality improvement activities.
- Evaluate and review learning outcomes and education programs, update if required and provide reports.
- Maintain and provide records of programs provided, attendance, evaluations and assessments.
- Attend learning and development meetings and activities.
- Liaise with suitable individuals to conduct training and assessment.
- Involvement in the placement of students from Registered Training Organisations recording all placements using the Department of Health and Human Services mandated online placement system, Placeright.
- Ensure that any personal, private or sensitive information obtained regarding a staff member or student remains confidential.
- Provide advice to interested parties in relation to course funding and availability.
- Maintain compliance with identified mandatory education components.
- Comply with all Occupational Health and Safety Legislation.
- Participate in continuous quality improvement.

Quality, Safety and Risk Management:

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication are maintained with key stakeholders and WWHS management staff.

- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

Direct Reports:

- N/A

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Probationary Period:

- 6 months

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

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| Authorised By Executive Director Quality and Safety | |
| Name: | |
| Signature: | Date: |

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| Position Incumbent Name: | |
| Signature: | Date: |