

Role Title:	Work Ready/Employability Skills Training (EST) Facilitator
Business Unit:	Joblink Plus Training
Role Location:	Multiple Locations
Role Reports To:	Operations Manager - VET
Direct Reports:	Nil
Award Classification:	Variable

Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.

Purpose of the Role:

1. To deliver training and assessment services to Employability Skills Training (EST) Participants, ensuring quality outcomes specific to the EST program in connection with Youth Jobs PaTH.
2. To delivery group training facilitation services to Work Ready Program Participants.

Role Duties and Responsibilities:

1. Deliver allocated course activities and sessions, engaging participants in quality training activities.
2. Utilise best practice adult learning principles in accordance with Joblink Plus Training guidelines.
3. Prepare for each session and ensure sufficient and appropriate training materials and resources are available.
4. Gather feedback, evaluate and review sessions, update and improve resources, materials and techniques as required.
5. For EST courses, complete all documentation in accordance with EST guidelines and Department of Employment requirements under the *Employability Skills Training Services Panel Deed 2017-2020*.
6. Complete all administrative requirements in line with the Joblink Plus Training policies and procedures and relevant industry regulations and legislation.
7. Ensure all activities are conducted within allocated discretionary budgets and obtain appropriate level of approval for any potential budget breaches.
8. Participate in Quality Management System and associated compliance requirements.

General Accountabilities:

1. Demonstrate the Joblink Plus Vision, Mission and Values.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.

3. Demonstrate empathy for people from diverse and disadvantaged backgrounds.
4. Minimise the company's exposure to risk.
5. Ensure consistent delivery of the highest level of customer service.
6. Deliver agreed outcomes, on time and in accordance with best practice principles.
7. Develop an organisation environment that values and rewards integrity, trust and innovation.
8. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
9. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.
10. Apply continuous improvement principles and practices to all aspects of operation.
11. Maintain confidentiality in all Joblink Plus operations.
12. Develop and maintain solid working relationships with your Business Manager, team and stakeholders.
13. Conduct all relevant administrative functions in a timely and accurate manner.
14. Perform other duties as directed (within the skill range of the employee).

Inherent Requirements

Skills	Written and verbal communication, able to build rapport and sustain working relationships Time management and organisation, able to multitask and meet strict deadlines Training tools and resource development Research & analysis Problem solving & logical thinking Sound judgement & decision making Administration, reporting, computer applications, MS Office Suite		
Behavioural	Resilience Empathy Integrity Initiative	Leadership Teamwork Autonomy Driven	Organised Professional Innovative Flexible & Adaptable
Knowledge	Comprehensive understanding of training materials to be delivered. Local community needs and trends, especially where related to employment. Engagement techniques for disengaged youth.		
Qualifications	Nil formal qualifications for EST Training Block 1 or Work Ready facilitators.		
Experience	Training facilitation and assessment in an adult learning environment. Training evaluation, methodology and analysis.		

Licences	Current Australian Class C drivers licence. Working with Children Check
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Desirable Attributes

Qualifications	<p><i>If not already held:</i></p> <ul style="list-style-type: none"> • TAE40116 Certificate IV in Training and Assessment, or TAE40110 + LLN unit and Design and Develop Assessment Tools unit (or willingness to obtain prior to 1 April 2019) <p><i>And any of the following:</i></p> <ul style="list-style-type: none"> • Vocational competencies at least to Certificate II or higher in any of the following industries: <ul style="list-style-type: none"> ○ Business; ○ Retail; ○ Hospitality; ○ Agriculture, Conservation and/or Horticulture; ○ Community Services, including Aged and Disability Care; ○ Logistics, especially Warehousing; ○ Cleaning Operations; ○ Early Childhood; and/or ○ Employment Services. • SafeWork NSW Approval for General Induction Training (Whitecard) or High Risk Work – Forklift • Liquor and Gaming NSW approval to deliver RSA and/or RCG training.
Experience	<p>Training and facilitation for a Registered Training Organisation within the labour market assistance industry.</p> <p>Mentoring.</p> <p>Group Training facilitation</p>
Memberships	<p>Community Organisation membership/s e.g. Rotary, local business chamber, sporting clubs.</p>

Positional Reporting Line



Acknowledgement:

I acknowledge that I have read and discussed this Role Overview and understand my duties and responsibilities.

Name

Signature

Date