

POSITION DESCRIPTION

Position Title:	Learning and Development Lead, Community and Aged Care
Department/Location:	Practice Development and Quality team, Community and Aged Care This role requires extensive travel to various sites.
Employment Status (Full-time/part-time/casual/fixed term):	Full-time (Nursing 4.1)
Reports To:	Group Manager, Practice Development and Quality
Direct Reports:	Practice and Development Consultants
Key Relationships/Interactions:	Internal: Practice Development and Quality team; Training Coordinator (HRSS); Domestic Services Manager; Group Managers CAC; Business Managers; DSS
	External: Funding Bodies, Universities, Training Providers, Industry Providers, RTO's; Other Regulatory Bodies

About Spiritus:

Our **Vision**

To create a more caring, just and inclusive society consistent with the teachings of Christ.

Our **Mission**

As a caring ministry of the Anglican Church we will:

- enrich people's lives through compassionate service and advocacy for social justice in partnership with communities and parishes;
- respond with innovation and courage to the needs of our community, especially those most at risk; and
- demonstrate a passionate and determined commitment to excel as leaders in quality caring service.

Our **Values**

Dignity: We accept, value, encourage and empower others to pursue their personal goals

Respect: We exhibit profound respect, integrity and humility in all our relationships

Care: We demonstrate thoughtful stewardship and take personal responsibility in all we do

Joy: We actively embrace opportunities to share, and experience, hope and happiness

Our **Strategic Intent**s

Exceptional Quality Care: We will deliver excellent quality services with a commitment to respect the needs and rights of every individual.

Social Justice: We will champion social justice through research and advocacy to benefit members of our community, especially those who are disadvantaged.

Distinctive Culture and People: We will attract and retain people through a culture which embodies our values and encourages each person to do and be the best they can.

Robust and Sustainable: We will ensure our organisation is robust and sustainable with excellent processes and systems.

Valued Part of the Anglican Church: We will be recognised as, and have a sense of being, a valued part of the Anglican Church.

Our Environment

Spiritus is an Anglican not-for-profit organisation providing caring and supportive services in partnership with government and other support organisations, to respond to identified needs in our community.

Spiritus is committed to enacting a Christian response to social and community welfare issues and aged and community care needs, particularly with respect to disadvantaged members of the community. Whilst serving the community as a whole we value and respect the needs, rights and personal choices of the individual.

Spiritus is the name for all services operating within the Anglican Community Services which was formed by the combination of St Luke's Nursing Service, Anglican Care of the Aged and Anglicare Southern Queensland.

The Anglican Community Services Commission (ACSC) operates under a Diocesan Governance Canon defining its role in terms of Corporate Governance, Strategic Direction of the organisation and the regulation of Management, and reports to the Archbishop in council. The Canon authorises the ACSC to operate in the areas of community welfare, social justice, health, aged and community care.

All Spiritus services are enhanced and supported by a centralised Shared Services structure.

Position Statement / Overall Purpose:

The major responsibility of the Learning and Development Lead is to develop and implement a contemporary learning and development framework for all care service activities across Community and Aged Care, based on current and emerging health care trends and evidence-based research, to ensure that all Community and Aged Care staff with client contact are fully competent to carry out client and resident care activities and to support the reputation of Spiritus as a quality provider of holistic and contemporary client-focused care.

This role will also be responsible for developing and implementing a Learning and Development Plan and Calendar for Community and Aged Care that reflects high quality and contemporary learning and development programs, and includes a methodology for capturing all care-related training activities across the stream.

The role will oversee a group of Practice and Development Consultants who will carry out the various learning and development functions, including skills gap analysis, development of training units, delivery of training and assessment of competencies.

Other key responsibilities include identifying current and emerging health care trends through evidence-based research, and translating these trends into applications of practice.

This role will work in accordance with the values of the Spiritus and support core business by providing guidance and advice within this position's specialty area.

Key Selection Criteria: (includes education, experience, skills and knowledge required)

Essential:

1. Current registration with the Queensland Nursing Council, and an ability to demonstrate and apply contemporary nursing practice in a clinical setting.
2. Demonstrated advanced clinical nursing skills.
3. Tertiary qualifications in Adult Education, or a willingness to undertake relevant tertiary qualifications.
4. Extensive experience in Adult Education, Training and Development in Health, Aged Care and/or Community Services.
5. Demonstrated ability to develop, implement, coordinate, deliver, evaluate and modify quality education frameworks and curricula.
6. Advanced organisational and planning skills in relation to education programs.
7. Demonstrated mature interpersonal/communication skills (written and oral), including strong analytical and report writing skills and the ability to motivate and influence staff and peers in the achievement of organisational goals within a team environment.

8. High level IT skills in relevant Microsoft Office packages.
9. Demonstrated hands-on experience in delivering training to a broad range of individuals with varying skill and education levels.
10. Experience in leading and coordinating staff.
11. Ability to work cooperatively and collaboratively with local managers to achieve common objectives.
12. Possession of a current unrestricted Queensland drivers licence

Highly Regarded:

- Post-graduate qualification in Adult Education.

<p>Key Accountabilities and Responsibilities:</p>
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1. Accountability: Quality Learning and Development Framework and Curricula

Develop a quality learning and development framework and curricula for all care staff activities that is integrated, contemporary, cost-effective, flexible, client-centred and aligns with the organisation's strategic intents as well as relevant care standards and legislative requirements.

Responsibilities:

- Develop and deliver a Training Needs Analysis for all care staff across Community and Aged Care to inform the currency of care practice standards at different sites, and to determine specific and themed education and training needs, particularly focusing on high risk areas.
- Develop a comprehensive and sustainable learning and development framework and curricula that is integrated, contemporary, cost-effective, flexible, client-centred and aligns with the organisation's strategic intents as well as relevant care standards and legislative requirements.
- Ensure the learning and development framework incorporates mandatory competencies, clinical orientation, clinical placement, potential for graduate programs, and similar capacity building/professional programs relative to care service delivery.
- In consultation with key stakeholders develop key performance indicators and timeframes for the Learning and Development Framework, with a focus on knowledge improvement in areas of care risk.
- Ensure all core competencies and key capabilities related to care service delivery are relevant, defined and up to date, and reflect the different levels of care staff, from nursing to Personal Care Workers.
- Develop evaluation mechanisms and measures to assess the validity, efficacy and value of all key learning activities.
- Implement a facilitation-oriented approach to learning and development within Community and Aged Care through the development of key staff, ensuring a wide range of delivery styles, including 1:1, small groups, paper and computer-based and other contemporary methods of training delivery.
- Ensure the framework supports enhanced individual performance and grows organisational capability.
- Undertake regular literature reviews to inform the development of effective and relevant education and professional development training programs.
- Work with the Human Resources Training Coordinator to establish and maintain links with Universities, major hospitals and teaching institutions in order to maintain currency of evidence-based practice and emerging trends; and to identify suitable outsourcing arrangements where relevant.
- Ensure that all learning and development practices reflect the best utilisation of human and financial resources.

2. Accountability: Management and Implementation of CAC Learning and Development Programs

Ensure the effective implementation and ongoing management of the Learning and Development Programs for care staff across Community and Aged Care to achieve a consistently high quality level of learning and development in accordance with the agreed plan.

Responsibilities:

- In consultation with key stakeholders, develop the Community and Aged Care Learning and Development Plan that aligns with the agreed framework.

- Work with the Practice and Development Consultants and other key stakeholders to ensure the consistent delivery of this Plan.
- Regularly consult with key stakeholders to validate identified needs and proposed models of delivery.
- Support and facilitate learning and development at local sites to ensure consistency of standards and appropriate delivery.
- Consolidate existing individual community and aged care services Education and Training Plans into the Community and Aged Care Education and Training Plan, incorporating themed needs, with the ability to add unique local information where relevant while ensuring compliance with all legislative requirements.
- Develop a stream-wide Education Calendar capturing all planned training activities to ensure best possible management of human and financial resources.
- Support local managers to develop local training calendars that align with the agreed framework and the CAC Learning and Development calendar.
- Undertake regular monitoring to ensure the agreed training objectives for Community and Aged Care are consistently met.
- Assist the Business Managers in the development of an effective budget for the delivery of the learning and development plan.
- Regularly consult with key stakeholders to ensure delivery of outcomes within the approved budget.
- In conjunction with the HR Training Coordinator, research and identify potential suppliers of training and development needs and facilitate these relationships to maximise the efficacy and value for Spiritus and continue to meet the organisation's needs.
- Develop proposals for new and innovative programs.

3. Accountability: Evaluation and Review:

Monitor, review and evaluate the relevance and effectiveness of the learning and development framework and associated plans to ensure necessary, contemporary and effective programs are implemented and ongoing consistent compliance with the required quality assurance standards is achieved.

Responsibilities:

- Develop evaluation methodologies for care service learning and development programs.
- Regularly evaluate the framework and training plans and analyse against agreed KPI's.
- Ensure key learnings from the evaluation process are incorporated as improvement strategies into the framework and associated plans.
- Propose changes to the framework and plans based on evidence-based practice.

4. Accountability: Reporting and Documentation:

Develop and implement documentation and reporting mechanisms to capture care-related educational activities across Community and Aged Care, to achieve a comprehensive understanding of the effectiveness of the framework and associated plans, and to ensure continued alignment with the strategic and operational objectives of Community and Aged Care.

Responsibilities:

- Ensure all learning and development plans, curricula, evaluations and feedback are documented and consistent with relevant organisational policies.
- Ensure appropriate administrative and software systems are utilized to support and monitor learning activities.
- Utilise administrative and monitoring systems to plan and direct learning activities in relation to organisational skill capacities.
- Develop, implement and maintain a mechanism, for example a database, to capture all educational activities across Community and Aged Care.
- Monitor and provide regular reports to the Group Manager Practice and Development on the percentage of the plan implemented, the progress of the learning and development plan, including

variance analyses (favourable and unfavourable), the effectiveness of the plan and the take-up of the plan by service points.

- Identify and report on educational outcomes, risk areas, and other factors as required.
- In conjunction with the HR Training Coordinator, monitor and report on the budget versus actual dollars spent on learning and development within Community and Aged Care.
- Report on the level of compliance reached for the implementation of mandatory training requirements.

5. Accountability: Values Based Leadership

Provide a high level of operational leadership to the Practice and Development Consultants.

Responsibilities:

- Lead the staff within the learning and development portfolio to achieve the strategic direction of Community and Aged Care. Role model a values-aligned culture that is productive, professional, collaborative and flexible and operates within a 'no surprises' and 'no silos' approach; and promote this through implementing values-based leadership.
- Implement participative and consultative management styles which empower staff, and facilitate the development of a cohesive team.
- Work collaboratively and cooperatively with management at all levels to ensure common objectives are met and harmonious relationships are maintained.
- Provide appropriate and timely feedback to staff on their performance and undertake performance reviews in accordance with the Spiritus framework.
- Maintain contemporary clinical practice and seek opportunities for professional development, including involvement in relevant networks.
- Develop and maintain positive and professional relationships with key internal and external stakeholders.
- Maintain a strong and collaborative working relationship with Human Resource Support Services to ensure alignment of learning and development services.
- Communicate effectively across all levels of the organisation with a wide range of stakeholders to support the successful implementation and delivery of the Learning and Development Plan.
- Work appropriately and congruently within the framework of Spiritus as a caring ministry of the Anglican Church, recognising and respecting that Spiritus is a church-based organisation, and foster a sense of Anglican community across the service portfolio.

6. Other Duties

- Work closely with the Policy Lead to provide a specialist contribution to policies and processes relating to care service delivery.
- Participate in relevant organisational committees as required, and lead on behalf of the Group Manager Practice Development and Quality as delegated.
- Actively pursue, promote and maintain positive interpersonal and positive relationships with Community and Aged Care staff and agencies and persons associated with client and resident care.
- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within Spiritus Policies and Procedures;
- Take responsibility for pursuing own professional development needs in liaison with and support of the Group Manager Practice Development and Quality.
- Maintain professional and personal confidentiality, fidelity and boundaries at all times, ensuring the privacy of clients, residents, and staff is protected in line with Spiritus policy. Ensure the reputation, viability or profitability of Spiritus is never compromised and is protected at all times.
- The responsibilities of this role also extend to any tasks outlined on a duties list, or any other tasks delegated to the role by the Group Manager Practice Development and Quality, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

Delegation of Authority:

- Delegation from Group Manager Practice Development and Quality in accordance with the Spiritus Delegations of Authority Policy.