

Position Description

TITLE OF POSITION:	TRAINING MANAGER
POSITION TYPE:	FULL TIME, PERMANENT
TEAM:	PRACTICE AND LEARNING TEAM
REPORTS TO:	DIRECTOR OF PRACTICE AND LEARNING
DIRECT REPORTS:	SENIOR TRAINER, PROJECT TRAINING COORDINATOR, CONTENT DEVELOPERS, TRAINERS, TRAINING ADMINISTRATOR
LOCATION:	MELBOURNE
DATE ESTABLISHED:	DECEMBER 2018

ABOUT NO TO VIOLENCE

No to Violence works to bring about the changes our community needs to eliminate men's use of family violence. For 25 years, we have been working directly with men who use family violence to support them to change. Our expertise in their behaviour, attitudes and choices has enabled us to develop standards, programs and training, lead policy development, and fulfil our role as the largest peak body for organisations and individuals working with men to end family violence in Australia. We provide telephone counselling, information and referrals every day for men in Victoria, New South Wales and Tasmania. As a pro-feminist organisation, at the centre of our work is the safety of women and children, as by ending men's violence families can have happier, safer and more fulfilled lives.

PURPOSE OF THE POSITION

The Training Manager is responsible for leading a team and managing the design, development, implementation, coordination, delivery and evaluation of high quality training programs for NTV throughout Australia in response to men who perpetrate family violence. The role will work with both internal and external stakeholders at all levels to ensure new development and continuous improvement in the programs being delivered to health, criminal justice, community, corporate, government and education sectors. This role will work closely with the Practice Development Manager and other managers within NTV to continuously promote a learning culture that integrates the latest research and evidence-informed practice to ensure the best product delivery that meets the client and sector needs. The Training Manager operates strategically in ensuring the work of the team is responsive and of high-quality in alignment with NTV's operational goals, and in proactively developing business by seeking future growth opportunities and partnerships with other training providers.

Position Description

KEY RESULT AREAS	
KEY AREA	KEY ROLES AND RESPONSIBILITIES
<i>Training Design and Delivery</i>	<ul style="list-style-type: none"> ▪ Manage the design and delivery of appropriate accredited and non-accredited programs targeted to specific audiences, including professional and workforce development for men's family violence practitioners and managers; and training for bystanders, community sector workers, and workplaces, aligned to evidence-informed practice. ▪ Be responsible and accountable for the further development, expansion and evaluation of experiential competency-based training programs delivered by NTV in partnership with tertiary institutes ▪ Working with subject matter experts to design specialist training, e.g working with Aboriginal Men, CALD men, LGBTIQ community ▪ Management of several project deliverables within the Workforce Development Project, working closely with the Project Manager, to quality, cost, scope and time constraints. ▪ High-level strategic input on development and contribution to NTV's broader workforce development approach ▪ Collaborative engagement with NTV management and staff on the translation of current evidence-informed practice into training content and delivery ▪ Ensure the training complies with all relevant legal and regulatory requirements and operates in accordance with its constituent documents and other legal and compliance provisions
<i>Sector Engagement and Business Growth</i>	<ul style="list-style-type: none"> ▪ Work with internal management, external training providers, and other stakeholders to bring about continuous improvement and an increased excellence of service in training delivery, and look at ways to improve and enhance the training delivery model/methodology and products ▪ Work with the Director Practice and Learning and other managers to identify and implement opportunities to increase the profile of NTV nationally and participate and present the organisation at public events and through media opportunities as appropriate ▪ Work with other members of NTV to prepare bids, grant applications and develop fee-for-service offerings to maintain and win new business for NTV ▪ Contribute to budget development and manage training activities within the agreed budget ▪ Attend state-wide and national family violence practice events as required ▪ Recruit and coordinate the involvement of other trainers and/or guest presenters, and provide accurate and timely assessment and feedback to all stakeholders ▪ Oversee the success of the student placement building for the Graduate Certificate in Client Assessment and Case management, building and monitoring relationships with providers and managing issues as they arise
<i>Stakeholder Management and Relationships Development</i>	<ul style="list-style-type: none"> ▪ Continually develop and nurture any partnerships or strategic alliances with external providers who may assist in current and future training activities ▪ Assist as needed with any stakeholder satisfaction research projects, including developing and implementing strategies for continually improving stakeholder satisfaction across the organisation ▪ Assist in the preparation of reports to internal and external stakeholders on activities conducted by the Workforce Development and Training Team on a monthly, quarterly and annual basis

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KEY AREA	KEY ROLES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> Manage as appropriate key relationships with both internal and external stakeholders providing them with necessary training and development initiatives to continuously improve the service delivery of NTV and its members Collaborative engagement with NTV managers of practice, policy and workforce development on the jointly-informed contribution to deliverables
People Management	<ul style="list-style-type: none"> Manage the Training Team to bring about a level of continuous improvement and an increased excellence of service in training delivery to all stakeholders and look at ways to improve and enhance the training delivery model/methodology to clients Ensure you and the team remain up-to-date in your knowledge of the Family Violence sector, in particular relevant services, support agencies etc. and remain abreast of any new policy or practice changes and activities to ensure you remain relevant with your information (e.g. enhancing your knowledge and understanding of the Royal Commission findings, etc.)

EXPERIENCE AND QUALIFICATIONS:
<p>ESSENTIAL:</p> <ul style="list-style-type: none"> Demonstrated experience in the development and continuous improvement of evidence-based training products that are targeted to meet specified outcomes Demonstrate prior collaborative contributions that intersect policy, practice development, and workforce development Demonstrated ability to develop strategic relationships and build networks across government, other peak bodies, and other external stakeholders Demonstrated success in the management of a team achieving a goal within defined parameters and budget <p>DESIRABLE:</p> <ul style="list-style-type: none"> Experience in the specialist family violence sector, with specific emphasis on working with men who use violence against women and children, or extensive experience in a related sector Certificate IV in Training and Assessment or higher qualification in vocational education and training

SKILLS, KNOWLEDGE AND EXPERIENCE:	
<i>Technical skills</i>	<ul style="list-style-type: none"> Excellent written and verbal communication skills, and presentation skills Highly developed knowledge and skill in management of the development and delivery of training products Commitment to quality delivery in end-to-end development of training products, as well as iterative improvements through regular evaluation Demonstrated experience in continuous improvement of practices and service delivery Ability to proactively contribute to a collaborative environment with peers where there are intersections between different areas of expertise Project management skills Budget management skills Data analysis for strategic planning

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SKILLS, KNOWLEDGE AND EXPERIENCE:	
	<ul style="list-style-type: none"> ▪ Expertise in influencing policy and practice at the systemic level ▪ Highly developed organisational scheduling, report, policy and procedure writing skills ▪ Time management skills in environments with competing and changing priorities ▪ Significant stakeholder management skills with a view to business growth ▪ Demonstrated capacity to work to deadlines, tight timeframes, and to a high standard
<i>Professional Knowledge</i>	<ul style="list-style-type: none"> ▪ Very strong knowledge of the vocational education and training sector, and the higher education sector, including best practice training methodologies; the legal, technical and compliance operational environment; and the stakeholders involved including industry and private and public training providers ▪ Appreciation of best practice research and development ▪ Some practice knowledge of family violence, perpetrator engagement, trauma impacts on adult and children and significant operational knowledge of the community services sector ▪ Contemporary knowledge of relevant government policy and research in relation to family violence and the vocational and higher education sector
<i>IT Skills</i>	<ul style="list-style-type: none"> ▪ Technologically literate ▪ Competent in the use of MS Office software, particularly Outlook, Word and Excel ▪ Skilled in managing data and using CRM ▪ Competent in the use of SmartSheet
<i>General</i>	<ul style="list-style-type: none"> ▪ Strong leadership and interpersonal skills, and a demonstrated track record of people management skills ▪ Ability to influence others, with excellent team building, collaboration and partnering skills ▪ Ability to manage and measure work including clearly assigning responsibility for tasks and decisions; setting clear objectives and measures; and monitoring process, progress and results ▪ Well-developed written and verbal communication skills ▪ Provide a focus on innovation management to create a learning and participative environment

OTHER REQUIREMENTS
<p>All employees of NTV are required to:</p> <ul style="list-style-type: none"> ▪ Adhere to, and comply with NTV's organisational policies, processes and procedures, using appropriate systems where required ▪ Model the organisation's values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour ▪ Commit to working inclusively with Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse communities, LGBTI people and people with disabilities ▪ Proactively communicate, identify, report, assess OHS related risks and hazards ▪ Be legally entitled to work in Australia ▪ Have a current Australian police check (and international where applicable), and current Working with Children Check (applicable roles only)

PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> ▪ Decisiveness, drive and commitment

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PERSONAL ATTRIBUTES
<ul style="list-style-type: none">▪ Relationship building with a strong client service focus▪ Developing self and others▪ Empathy and cultural awareness▪ Commitment to NTV's values and culture▪ Ability to observe confidentiality, use discretion and initiative and work in a professional and ethical manner at all times▪ Positive and enthusiastic attitude▪ Confident with a high degree of motivation and initiative

ESSENTIAL SKILLS	
Leadership	Strong leadership skills and the ability to develop effective working relationships with external stakeholders, government departments, staff and Board
Management	Proven skills in managing day to day operations in a busy working environment
Integrity	Maintains the highest standard of personal conduct in performing all duties
Reliability	Can be relied and depended on to get the job done
Accountability	A willingness to challenge and be challenged
Commitment	A strong focus on delivering the best outcomes for service users and their families; members; partners; funders; and others involved with NTV. A positive and enthusiastic attitude.

Signature of Job Holder _____ Date signed _____