

Job Title	Training Support Officer
Employment status	Full Time
Location	Broughton Hall, Callan Park, Lilyfield
Award	Clerical Award
Reports to	MHCC CEO via LDU Manager
Scope	MHCC has a state wide brief.



Position objective

The Training Support Officer is to coordinate and manage all functions to ensure that the Learning and Development Unit is able to deliver smooth and effective training delivery to all participants.

Operational Responsibilities

Training Calendar

- In collaboration with the Learning & Development Unit Training Coordinator and based on the needs to the LDU and the sector, develop the Training Calendar for LDU
- Effectively manage, amend, track and quality control the Training Calendar
- Effectively publish the Training Calendar to ensure wide circulation within the sector
- Field all enquiries regarding the Training Calendar and respond effectively and efficiently to the enquiries
- Provide feedback in the form of a report on the outcome of the Training Calendar to Learning & Development Unit Training Coordinator at the end of each calendar cycle for continuous improvement processes

Training Roster

- In collaboration with trainers, in accordance with the training calendar and as directed by Learning & Development Unit Training Coordinator coordinate the allocation of training to the most appropriate trainer for each training day.
- Effectively manage, amend, track and quality control the training roster
- Ensure systems are implemented and maintained to ensure trainers are aware of the training roster and how to request changes to the roster
- Ensure systems are implemented and maintained to obtain feedback from trainers, organisations and participants regarding trainer rosters and submit that feedback in the form of a report at the end of each calendar cycle to Learning & Development Unit Training Coordinator for continuous improvement processes

Bookings

- Implement and manage systems of booking venues for training. Book all required venues to conduct training for LDU courses
- Ensure systems are implemented and maintained to obtain feedback from trainers, organisations and participants regarding venues and submit that feedback to Learning & Development Unit Training Coordinator.
- Implement and manage systems of booking accommodation and flights for trainers. Book all accommodation and flights for relevant trainers for LDU
- Ensure systems are implemented and maintained to obtain feedback from trainers, regarding flights and accommodations booked and submit that feedback to Learning & Development Unit Training Coordinator periodically
- Establish and maintain a database (possibly on Wisenet) to keep track of venues, flights accommodation and related costs and details

ETA Coordination

- Respond to telephone, oral and written requests for information & ensure the specific needs of ETA are clarified and met in a timely manner.
- Organize meetings, documentation and correspondence for ETA's
- Any other requirements to facilitate effective management and communications with ETAs as directed by Learning & Development Unit Training Coordinator

Other responsibilities as directed by the Learning & Development Unit Training Coordinator

MHCC JD Training Support Officer

- Ensure all training materials are available on site at all training venues prior to the commencement of training delivery
- Preparation, minute taking and follow up of relevant meetings as required

General responsibilities

Participate in and actively encourage a culture in accordance with MHCC values

- Create and facilitate a climate that is conducive to learning and is reflective of MHCC principles.
- Ensure all training recognizes and reflects:
 - Consumer knowledge and experience
 - Carer perspective knowledge and experience
 - Industry knowledge and experience
 - Research and policy
- Positively represent MHCC at all time, understand MHCC mission and aims and be aware of MHCC's role as a peak body
- Maintain and support a training culture that consistently represents MHCC values and its role as an industry based RTO that is responsive and adds value to the sector.
- Ensure that support and training is provided in a manner that represents MHCC's principles
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service

Teamwork

- Work collaboratively with other team members
- Actively engage with other team members in continuous improvement of MHCC including MHCC Core and MHCC LDU
- Attendance/participation at team meetings as required

Other

- Undertake professional development to ensure both training & vocational competencies remain current with industry standards
- Attend/participate in trainer & assessor meetings as required
- Promote the profile of the MHCC and LDU to the sector and other relevant parties
- Adhere to MHCC/LDU policy and procedures & workplace/industry requirements
- Ensure compliance with all Commonwealth & State legislative requirements governing the MHCC business activities (including but not limited to EEO, Anti-discrimination, OH&S, VET)