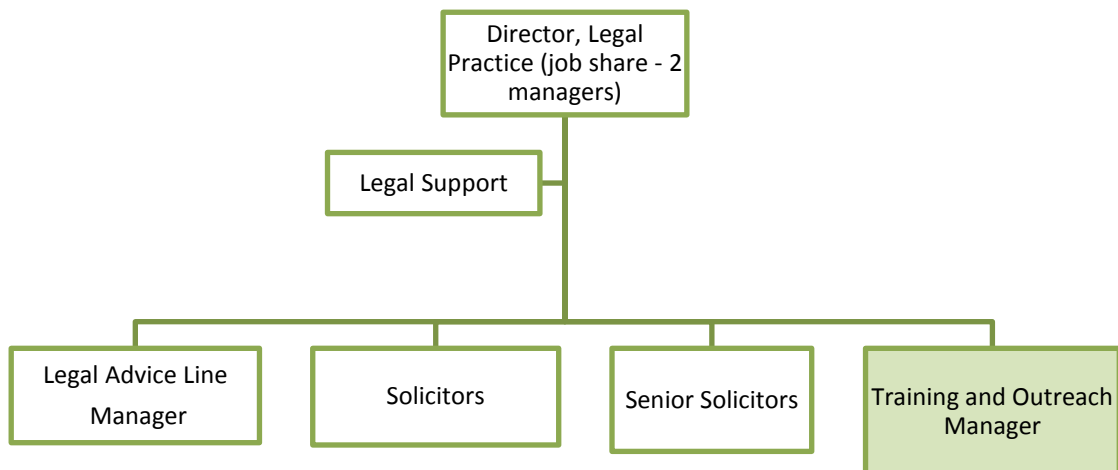


## Position Description

Position:	<b>Training and Outreach Manager</b>
Reports to:	Director Legal Practice
Purpose:	<i>The Training and Outreach Manager manages Consumer Action Law Centre's provision of legal education, training and professional development to Financial Counsellors, community workers and the public, in order to contribute to the education, policy and campaign work of the Centre.</i>
Direct reports:	0
Indirect reports:	0
Scope:	<i>The Training and Outreach Manager works within a small team of legal practitioners. Service delivery area is across Victoria, and nationally where required. Our training program delivers a minimum of 10 sessions under the financial counselling Specified Professional Development Program for Financial counsellors, 4 sessions to students of the Diploma of Community Services (Financial Counselling), and additional legal training and education sessions according to request and capacity. Our Outreach program delivers a minimum of 5 Outreach sessions to community workers dealing with family violence across Victoria</i>

### Organisation chart:



**Key Accountabilities:**

- Plan, design, develop and implement Consumer Action Law Centre's external training and outreach programs, in consultation with the Financial and Consumer Rights Council (FCRC), Consumer Affairs Victoria, and other stakeholders;
- Manage the day to day operations of the training and outreach programs including organising and booking sessions with workers; liaising with stakeholders, scheduling solicitors for training sessions and all general administration;
- Work closely with legal practitioners and financial counsellors to ensure training content is accurate, current and engaging;
- In collaboration with the Legal Advice Line Manager, develop relationships with community workers and build links between Consumer Action Law Centre and other community organisations, in order to assist Consumer Action to reach more vulnerable consumers, in particular via the worker advice line;
- Develop and implement strategies to ensure training to workers is informative, useful and effective, including working on the development of eLearning tools;
- Ensure processes used to evaluate the training program are effective, ensuring that the learning needs of participants are being met through the training program and, undertake reporting and responding to stakeholder feedback in consultation with the DLP;
- Assist with developing strategies to integrate Consumer Action's training and outreach programs with our policy and campaign activities, including strategies to engage workers with our campaigns; identify and communicate apparent systemic issues; and to make better use of information gained through training;
- Prepare reports for funding purposes;
- Provide direction, coaching and support to lawyers, policy officers, financial counsellors and other Consumer Action staff in relation to training of workers, including co-presenting where appropriate;
- Assist DLP to identify any risk/ practice management issues that may arise from training programs;
- In collaboration with the advice line manager develop a long term strategy for Consumer Action's Outreach activities, including investigating new approaches and strategic partnerships for Outreach;
- Promote Consumer Action's worker advice line and various campaign and policy priorities.

**Qualifications:**

- The Training and Outreach Manager will have formal qualifications as a training specialist, supplemented by extensive experience in adult and/or vocational training;

- Additional qualifications in Law, Financial Counselling, Social Work, or Community Development will be an advantage.

**Desirable experience/specialist skills:**

- Deep understanding of models of adult learning and experience in implementing adult learning initiatives
- Strong project management and administrative skills and sound experience in managing a complex training project with multiple stakeholders.
- A demonstrated commitment to advancing the public interest and to social justice;
- Social awareness, and appreciation of the challenges faced by workers communicating with and advocating for disadvantaged, low-income, culturally and linguistically diverse client groups;

**Competencies:**

- Demonstrated strong interpersonal and communication skills, including the ability to tailor and modify communication to a range of audiences and to communicate effectively with people with varied learning needs and styles;
- Demonstrated strong relationship building skills;
- Proven ability to innovate and to think creatively and flexibly, responding to the needs of stakeholders and trainees;
- Proven collaborative skills and ability to work effectively with and through others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others, treating all people with dignity and respect;
- Confident or gaining confidence in mentoring, coaching and people management with a high level of awareness of personal impact and influencing ability;
- Good time management and organisational skills and ability to deal with competing priorities.