Position Description

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| Position | *Engagement and Training Services Lead* |
| Reports to (position title) | *Director Learning and Engagement* |
| Purpose: | *The Engagement and Training Services Lead drive Consumer Action’s engagement strategy and support legal practice to organise and support professional development training, in particular to financial counsellors, so that Consumer Action’s expertise and potential for worker assistance is established and shared with other community organisations.* |
| Direct reports: | *0* |
| Indirect reports: | *0* |
| Scope | *Consumer Action has a strategic engagement plan that aims to build capacity across our sector through workers and community education. This role will work with other teams to ensure community legal needs inform our service delivery and policy and campaign activity. Consumer Action solicitors deliver approximately 50 hours of professional development training per annum to financial counsellors. Training is delivered online or in person – Victoria wide. Internal stakeholders include Director of Legal Practice and Managing Lawyers, First Nations Engagement Lead and Impact Monitoring & Evaluation Manager. External Stakeholders include Financial Counselling Victoria Training Manager, Financial Counselling Australia, and RMIT.* |

**ORGANISATION CHART**

Accountabilities

* Support the development and implementation strategies and an annual plan for sector engagement and work in concert with the First Nations Engagement Lead.
* Initiate, coordinate and/or attend engagement sessions in accordance with the needs of the community and opportunity to build relationships and referral pathways.
* Support and maintain existing partnerships across the sector as well as identify new opportunities for new projects or partnerships with key stakeholders and the legal and community sector.
* Plan, design, develop and implement Consumer Action Law Centre's external training program for financial counsellors, in consultation with Consumer Action staff, FC Vic and others, ensuring effective partnerships with internal leadership and external stakeholders.
* Manage approved learning projects by developing/delivering learning and e-learning solutions that effectively meet priorities based on stakeholder and organisational requirements, on time, on budget and to the required quality.
* Manage the day to day operations of the training program including liaising with FC Vic and other stakeholders, coordinating training, working closely with the legal team to schedule training sessions, and all general administration as required.
* Work closely with solicitors and financial counsellors to ensure training content is accurate, current and appropriate to the target audience.
* With support from Operations staff, use specialist software to screen record, edit videos, design, develop and upload professional eLearning content.
* As a source of expertise in adult learning, provide direction, coaching and support to lawyers in relation to training of financial counsellors so that Consumer Action solicitors develop sound training skills.
* Identify learning needs and develop and implement learning strategies, including online solutions, to build capability within the Financial Counselling sector through informative, useful and effective training.
* Work with Monitoring and Evaluation Lead to ensure training is evaluated for outcomes and impact.
* Provide evaluation and stakeholder feedback to presenters (via Director of Legal Practice and Managing Lawyers) to ensure that the learning needs of participants are being met through the training program.
* Assist with developing strategies to integrate training program with policy/campaign activities, including strategies to make better use of information gained through training with centre campaigns and build relationships.

Qualifications and Experience

* Experience and knowledge of the legal and community sector would be an advantage.
* The Training Services Lead will have extensive skills and experience as an educator or training specialist. Experience in adult and/or vocational training will be highly regarded.
* Additional qualifications in Financial Counselling and Law would be an advantage.
* Experience developing materials to support training, including digital training.
* The ability to provide high level project management support

Skills and Competencies

* Skill in building and maintaining networks.
* Demonstrated strong 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.
* Strong project management, administrative skills and “can-do” attitude.
* Experience in working collaboratively in a way that respects and engages colleagues from diverse professional backgrounds in a multi-disciplinary centre.
* Cooperates and works well with others; shows consideration, concern and respect for others’ feelings and ideas; accommodates and works well with the different working styles of others and treats all people with dignity and respect.
* Works effectively with high degree of autonomy and accountability; self-motivated and can demonstrate initiative; sound time management and ability to deal with competing priorities under pressure.
* Ability to work with autonomy to plan work and balance a range of activities to meet deadlines, complete tasks, report on activities, and execute specific client and/or project activities.
* Demonstrated 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.