

## Position Title: Training and Education Consultant

<b>Classification</b>	HSO Level G5
<b>Employment Instrument</b>	Hospital Support Workers Industrial Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Workforce and Organisational Development
<b>Function</b>	Assurance and Knowledge Management
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Workforce and Organisational Development Business Unit, the Training and Education Consultant is responsible for:

- Providing external customers with awareness and knowledge of AKM, ES and PS policies, processes, resources, systems and services.
- Building technical capability and ensuring consistent delivery of processes to achieve system wide efficiencies.
- Ensuring adherence to policy frameworks, statutory and legislative requirements, industrial instruments and risk and compliance standards.

### REPORTING RELATIONSHIPS:

Director, Assurance and Knowledge Management  
HSO Level G11



Manager, Customer Improvement  
HSO Level G9



**This position**



Directly reporting to this position:

Title	Classification	FTE
No direct reports		

## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA health system. HSS provides a suite of services to support WA public hospitals and health services and over 50,000 WA health staff. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services including payroll, recruitment and appointment and workforce data
- Financial services

At HSS, we are striving to achieve our vision of 'Great services, valued partner, healthy Western Australians' and fulfil our purpose of supporting our customers to provide excellent health care.

We have commenced a major business transformation to establish HSS as a modern shared services organisation and we're looking for people to grow our team.- It is an exciting time in the health sector and a defining one for HSS. Find out more about us [www.hss.health.wa.gov.au](http://www.hss.health.wa.gov.au)

## HSS VALUES

Our five values underpin everything we do at HSS and act as principles that guide the way we work, how we make decisions and the way we behave:

- We put our customers at the heart of what we do
- We value and care for each other
- We promise, we own, we do
- We will find a way
- We make a difference together

## BUSINESS UNIT ROLE:

Workforce and Organisational Development (W&OD) shapes and directs HSS culture, ensuring it is aligned with our purpose, values, objectives and strategic direction, delivering value for money, customer-focused services that meet client expectations and continuously improve. W&OD also provides human resource (HR) and industrial relations (IR) functions for HSS.

W&OD delivers its services through four functions:

**Payroll Services** ensures WA health system employees are paid accurately and on time and includes services such as payroll advice, assistance processing leave, taxation, superannuation and workers compensation payments.

**Employee Services** delivers end to end recruitment and appointment services and supports customers across the WA health system with establishing organisational structures and providing workforce data analytics and reporting. The function manages NurseWest which provides centralised casual nursing and midwifery pools to fill temporary nursing shifts in public hospitals.

**Assurance and Knowledge Management** ensures services provided by Recruitment and Payroll Services meet quality, legal and compliance standards. This function also implements strategies that build organisational capability such as knowledge management, education and training and fosters a culture of continuous improvement.

**HR and Capability** provides the day-to-day HR management, organisational development, industrial relations and occupational safety and health for HSS. This function leads the implementation of the organisation's culture strategy and provides HSS leaders and employees with HR consultancy, strategic workforce planning, performance management and capability development services.

## **POSITION RESPONSIBILITIES:**

### **HSS Participation (Self):**

- Maintains the HSS "Think Customer First" culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

### **Role Specific Responsibilities and Key Outcomes:**

- Deliver an external customer focused consultancy, education, training and advisory service in relation to the services offered by ES and PS.
- Develop, deliver and evaluate proactive education, training and coaching programmes that build on internal and external (customer) knowledge and technical capabilities, ensuring optimal knowledge of, and compliance with, legislation, systems, regulations, policies, processes, and procedures, in accordance with service level agreements (SLA).
- Develop and deliver training programs and resources that support ES and PS teams to achieve system wide efficiencies.
- Ensure customers are supported, and their needs met, through the delivery of effective and efficient services.
- Develop and manage an annual plan that details the overall systematic approach to the delivery of training and support activities for internal and external customers.
- Design, coordinate and deliver education, training and support programs to improve timeliness and accuracy of information, authorisations and forms received by ES and PS, including preparation of training documentation, arranging appropriate resources and organising logistics.
- Use and apply adult learning principles to the delivery of training programs.
- Work closely with customers to identify service gaps and issues, and work with the respective AKM, ES and PS operational and support teams to address these through training, documentation, resources and process improvements.
- Ensure internal and external customers are kept up to date with relevant developments and proactively monitor the effectiveness of the overall customer experience delivered, by seeking and providing feedback.
- Actively liaise with:
  - AKM, ES and PS teams to identify quality improvement themes, develop and amend knowledge and content management materials and resources to support these improvements.

- ES and PS teams and AKM's Knowledge Management Consultants to identify external and internal customer needs, develop and amend training programs and resources.
  - AKM, ES, PS and other areas of HSS to ensure consultancy, training and advisory services are consistently delivered and comply with HSS' strategic direction, regulatory and policy frameworks, SLAs, key performance indicators, industrial instruments and legislative and statutory requirements.
  - AKM's Knowledge Management Consultants and the HR and Capability team to support the development of training program design, training content, training needs analysis and training resources.
  - AKM's Knowledge Management consultants to ensure training content always remains current and relevant and to support the evaluation of training and development activities to ensure the desired outcomes are achieved.
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- Undertake research and maintain current knowledge of legislation, systems, regulations, policies, processes, developments in training principles, approaches, strategies and best practice to ensure a continuous improvement culture.
  - Apply project management methodologies to manage and lead knowledge and content management activities.
  - Assist with the development and implementation of process improvements, system upgrades, new industrial agreements and changes to business rules.
  - Contribute to the development and review of policies and procedures.
  - Undertake user acceptance testing and provide subject matter expertise for system implementations, upgrades and/or enhancements, as required.
  - Contribute to the development and review of policies and procedures.
  - Monitor and report on key activities and workload.
  - Contribute to the development and implementation of projects and initiatives including identifying opportunities for improvements and proposing solutions.
  - Other duties as required.

## **SELECTION CRITERIA:**

### **ESSENTIAL CRITERIA:**

1. Demonstrated commitment and ability to deliver a responsive, customer focused service with a personal commitment to continually achieving a high level of customer satisfaction.
2. Demonstrated sound knowledge and understanding of adult learning principles with relevant experience working in a training, development and learning and/or business improvement environment.
3. Current technical knowledge and experience in transactional payroll and recruitment activities.
4. Excellent communication, presentation and interpersonal skills with the ability to build constructive relationships and adapt communication styles to suit the audience and context.
5. Demonstrated project coordination skills including the ability to plan and prioritise tasks across multiple projects to meet agreed timeframes.

### **DESIRABLE CRITERIA:**

1. TAE 40110 Certificate IV in Training and Assessment.
2. Current knowledge of legislative and regulatory frameworks for data confidentiality and privacy and how the underlying legislative obligations impact on the organisation's employment and service delivery.

3. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery

## **APPOINTMENT FACTORS**

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

<b>Version control</b>	<b>Description</b>	<b>CRC Approval Date</b>	<b>Registered Date</b>
Vs 1.1	Name Change	9/12/2021	Click or tap to enter a date.