



North Metropolitan Health Service
Job Description Form

HSS Registered November 2016

SERVICE LEADER

Health Salaried Officers Agreement: Level G7

Position Number: 006046

Learning and Development

Workforce

North Metropolitan Health Service

Reporting Relationships

Manager Workforce Planning
 HSO Level: G-11
 Position Number: CG005896



Manager Learning and Development
 HSO Level G10
 Position Number: 006270



This Position



← Also reporting to this supervisor:

- 2.74FTE x Staff Development Consultant EDC
RNM Level 3
Position Number: 003605
- 1.0FTE x Administrative Assistant HSO Level G3
Position Number: 005619

Directly reporting to this position:

Title	Classification	FTE
eLearning Education Consultant	HSO Level G6	0.6
Learning Systems and Compliance Officer	HSO Level G6	0.6

Other positions under control

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Prime Function / Key Responsibilities

Provides high level Human Resource development consultancy and facilitation services, to support the effective retention, use and competency development of employees in the North Metropolitan Health Service. Develops, facilitates and evaluates specific learning and development strategies and interventions, consistent with organisational goals. Manages the provision of an online learning environment, including the learning management system, the development and maintenance of

e-learning packages, and the introduction of other new learning technologies. Ensures the timely provision of a comprehensive analysis and reporting service in relation to L&D information.

Brief Summary of Duties (in order of importance)

1. Service Leader Duties:

- 1.1 Develops, facilitates and evaluates specified learning and development programs, with particular emphasis on:
 - Leadership development;
 - Team building and development;
 - Mandatory skills training;
 - Information technology;
 - Professional and interpersonal skill development;
 - Business and strategic planning.
- 1.2 Manages the provision of an online learning environment, including the learning management system, the development and maintenance of e-learning packages, and the introduction of other new learning technologies. Ensures that appropriate policies, procedures and controls are in place, documented and monitored for compliance, including business continuity strategies.
- 1.3 Ensures the timely provision of a comprehensive analysis and reporting service in relation to L&D information requirements including:
 - Learning and professional development activities;
 - Mandatory training compliance reports;
 - Registered Training Organisation information requirements.
- 1.4 Undertakes the role of Registered Training Organisation Co-ordinator.
- 1.5 Undertakes periodical reviews of administrative procedures within the department to:
 - assess opportunities for process improvement and the introduction of new technologies;
 - implement controls and monitors to improve quality of administrative outcomes.
- 1.6 Ensures that programs within the position's portfolio are developed, delivered and maintained (including documentation, evaluations and records) in accord with industry accreditation / registration standards.
- 1.7 Establishes and maintains effective networks, professional partnerships and working relationships with customers, relevant central agencies and other health industry employers in order to improve the provision of a learning and development and consultancy service in the areas of responsibility.
- 1.8 Provides mandatory skills training as required.
- 1.9 Supervises and supports allocated training staff and assigns work priorities. Coordinates leave relief and participates in recruitment and selection activities.
- 1.10 Undertakes appropriate continuing professional development and maintains a good knowledge and understanding of contemporary training and education and human resource development theory, practice and trends.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision
- 2.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.

Service Leader | HSO Level G7 | 006046

- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Certificate IV in Training and Assessment or demonstrated understanding and application of contemporary learning, training and development theory and practice.
2. Extensive experience in the development, facilitation and evaluation of learning and development interventions using continuous improvement principles.
3. Well developed verbal communication skills including consultation and negotiation skills.
4. Well developed organisational and administrative skills.
5. Well developed conceptual, analytical and synthesis skills.
6. Well developed understanding of the issues involved in the provision of an online learning environment and training reporting service within a complex business environment.
7. Well developed interpersonal skills and ability to contribute effectively in a team environment.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date: