

## POSITION DESCRIPTION

Position Title:

**Team Leader – Inclusion Training**

Classification:

Social and Community Services Employee - Level 5

Employment Status:

Full-Time

Department/Program:

Inclusion Training

Report to:

Head of Education and Training

Location:

The role is primarily based at 22 Rob Roy Road, East Malvern however in servicing this position the employee may also be required to work at other locations, currently: -

- 67 Sutherland Road, Armadale
- 80B Harvester Road, Sunshine

Issued:

19/07/2023

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I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver's license status (if applicable)
- NDIS worker screening check
- Compliance with the current Victorian Government vaccination mandate
- the capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature:

Date:

### About Inclusion Training

Inclusion Training is Inclusion Melbourne's Registered Training Organisation (RTO) providing Vocational Education and Training (VET) courses in Certificate I Adult Literacy and Numeracy, Course in Adult Literacy and Numeracy, Certificate I in Transition Education, Certificate III in Individual Supports – Disability and Certificates 1 and 2 in Work Education at campuses located in Sunshine and East Malvern. We are registered by the government as a provider of quality-assured, nationally recognised training and qualifications. As part of a small, dynamic team, the Team Leader Inclusion Training will work closely with the Head of Education and Training to deliver, assess and maintain high-quality vocational and foundation courses for students.

This position is a pivotal role that supports ongoing quality assurance and continuous improvement across the RTO and the broader organisation.

### SALARY

The classification applicable to the position is Level 5 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

## POSITION OBJECTIVE

The Team Leader has a key role to ensure that the daily activities at the Malvern Campus run smoothly. The position is the first point of contact for the Inclusion Training Malvern Campus and therefore must present a welcoming and professional face for the organisation.

The Team Leader has the primary responsibility for leading a multidisciplinary team in an accredited educational setting. The Team Leader will lead and manage a team of Trainers & Assessors, Direct Support Professionals, Volunteer Tutors, students and university students on placement. This management will ensure students receive the most suitable programs and supports required to attain vocational and foundation skills. The Team Leader will look to promote consistency across Inclusion Training Services maintaining compliance with national standards.

The Team Leader is also responsible for staff supervision, training and assessment, service coordination and record and information management. The incumbent will also implement a planned approach to the professional development of team members by providing expertise, guidance and mentoring to Trainers, Direct Support Professionals, Volunteer Tutors and students on placement. This role includes associated Trainer & Assessor duties as outlined in the Trainer and Assessor Position Description.

<b>KEY RESULT AREA – Operations</b>	
<b>Responsibilities</b>	<b>Duties</b>
<b>Training</b> <ul style="list-style-type: none"><li>• Conduct student inductions into the course/qualification. Assess and address the varied learning needs of each student including language, literacy and numeracy Assessments</li><li>• Ensure all training delivered meets the requirements of the Training Package, industry requirements and VET Quality industry requirements and VET Quality Framework.</li><li>• In conjunction with the HO Education and Training, report and/or resolve any complaints or incidents identified in accordance with established procedures.</li><li>• Complete all required preparation and administrative tasks associated with the delivery of training, including the provision of reports as requested, in an accurate and timely manner.</li><li>• Maintain and further develop one's required industry and professional knowledge.</li></ul>	<ul style="list-style-type: none"><li>• All potential new students will be introduced to the course and all relevant paperwork to be completed, scanned and filed.</li><li>• All LLNs are completed and scored appropriately.</li><li>• All training is done in line with the VET and AQTF training packages and rules.</li><li>• Ensure all complaints are dealt with promptly.</li><li>• Professional Development Plan completed and includes Industry Consultation.</li></ul>
<b>Educational</b> <ul style="list-style-type: none"><li>• Ensure the principles of adult learning are applied in all program delivery.</li><li>• Effectively deliver programs according to Inclusion Training's documented Training and Assessment Strategies (TAS);</li><li>• Monitor and evaluate processes and tangible outcomes for class groups and individual learners;</li><li>• Contextualise delivery methods, resources and assessment.</li><li>• Assessments are completed promptly, and results are scanned and sent to the Compliance Officer.</li></ul>	<ul style="list-style-type: none"><li>• All session plans are prepared and appropriate for adult learning.</li><li>• All content has been contextualized to meet the needs of the individual learners.</li><li>• All documentation is completed accurately and promptly.</li></ul>

## KEY RESULT AREA – Operations (Continued)

Responsibilities	Duties
<p><b>Assessment</b></p> <ul style="list-style-type: none"> <li>• Complete and maintain all training and assessment records efficiently and accurately.</li> <li>• Conduct assessments, including skills recognitions and recognitions of prior learning, which meets the requirements of the Training Package, industry requirements and VET Quality Framework.</li> <li>• Monitor and evaluate student progress; pre, during and post-course as required.</li> <li>• Participate in and contribute to validation as per the Validation Schedule and undertake follow-up actions as required.</li> <li>• Develop and implement Training and Assessment strategies to maximise student and learning outcomes.</li> <li>• Develop and update training and assessment tools and resources that meet the requirements of the Training Package, industry requirements and VET Quality Framework.</li> <li>• Complete all required administrative tasks associated with the development, delivery and assessment of training, including the provision of reports as requested in a timely and effective manner.</li> <li>• Manage and maintain regular reporting for internal and external reporting on the relevant data systems</li> </ul>	<ul style="list-style-type: none"> <li>• Individual plans are created for all students in line with Inclusion Training procedures and are updated.</li> <li>• All activities reflect the current guidelines.</li> <li>• All documentation for Training and Assessment Strategies are kept up to date and presented at Team Meetings.</li> <li>• All operational reports for daily/weekly activities are up-to-date and accurate</li> </ul>
<p><b>SVTS Compliance</b></p> <ul style="list-style-type: none"> <li>• Participate in internal and external audits and undertake follow-up actions as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all documents are completed and ready for audit.</li> <li>• Ensure Attendance records and results are correct before submitting to Compliance Officer</li> </ul>
<p><b>Organisational Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Develop strong internal relationships with other Departments to contribute to the effective functioning of the service and improved outcomes.</li> <li>• Actively support Inclusion Melbourne's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values.</li> <li>• Achieve all agreed Key Performance Indicators (KPIs).</li> <li>• Always represent Inclusion Training professionally and ethically.</li> <li>• Conduct any other duties that may be reasonably expected of you from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all staff follows IM procedures and have it monitored in Supervision Notes.</li> <li>• Demonstrates advanced skills related to computer literacy, including Microsoft Office suite of applications.</li> <li>• Can demonstrate Inclusion Melbourne Values.</li> <li>• Always displays a professional and ethical manner.</li> </ul>

KEY RESULTS AREA – Supervisory Responsibilities	
Responsibilities	Duties
<ul style="list-style-type: none"> <li>Supervise and mentor staff to ensure they have the skills and understanding to deliver high-quality accredited training, that is VRQA and Skills First compliant by the provision of day-to-day support, mentoring and debriefing to Trainers &amp; Assessors, Direct Support Professionals, Volunteer Tutors and university students while identifying training gaps and performing on-the-job development of skills.</li> </ul>	<ul style="list-style-type: none"> <li>Regular supervision sessions delivered to all staff.</li> <li>External training arranged in consultation with the Head of Education and Training (if required).</li> <li>Regular mentoring sessions for staff to design and implement creative course content ensuring each student is enrolled in the most appropriate course for their ability.</li> </ul>
<ul style="list-style-type: none"> <li>Manage students to ensure high-quality satisfaction is maintained.</li> <li>Ensure staff-to-student ratios are maintained</li> <li>Approve direct report staff member's leave requests before forwarding them to the Manager, Inclusion Training.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure students are in the most appropriate courses.</li> <li>Ensure Attendances are correct before entering into VETtrak.</li> <li>Arrange backfill when staff are absent with the Rostering Co-ordinator</li> <li>All leave is approved in accordance with relevant policy &amp; procedure.</li> </ul>
KEY RESULTS AREA – Student Intake	
Responsibilities	Duties
<ul style="list-style-type: none"> <li>Ensure students receive high-quality courses and are supported by staff in this delivery.</li> <li>All Staff comply with Inclusion Melbourne standards, policies and procedures.</li> <li>Trainers &amp; Assessors supported in co-designing and delivering teaching and learning strategies to enhance the student's skills, abilities &amp; potential.</li> <li>Strong professional relationships with staff, the people we support and their families through timely, clear and courteous communication.</li> </ul>	<ul style="list-style-type: none"> <li>Students and their parents /carers and other relevant personnel are informed of course changes.</li> <li>Regular catch-up to ensure Trainers are working to the correct standard.</li> <li>Work closely with Inclusion Melbourne's intake function to ensure student's goals are aligned with course delivery and tracked sufficiently, ensuring service agreements are amended proactively</li> </ul>
<b>Manage enquiries and intake</b> <ul style="list-style-type: none"> <li>Receive and follow up enquiries from prospective students, families and authorised representatives and send directly through to Intake Officer.</li> <li>Explain the Inclusion Training service model and review the compatibility between the model and the student.</li> <li>Support the intake process as per the Inclusion Melbourne procedure.</li> </ul>	<ul style="list-style-type: none"> <li>All enquiries are responded to, and appropriate students are selected for the relevant course.</li> <li>Support the Intake Officer to ensure that the intake process is completed in accordance with the agreed procedure.</li> <li>All relevant paperwork is completed, scanned and filed and reported back to management and intake</li> </ul>
KEY RESULTS AREA – Compliance	
Responsibilities	Duties
<ul style="list-style-type: none"> <li>Ensure day-to-day regulatory compliance and adherence to organisational policy and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates a good understanding of all Policies and Procedures.</li> </ul>
KEY RESULTS AREA – Workforce & Culture	
Responsibilities	Duties

<ul style="list-style-type: none"> <li>Build a strong team able to respond to the needs of students and the needs of the Inclusion Training business unit at Malvern.</li> <li>Participate in the recruitment of staff.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct regular Team Meetings at the Malvern Campus.</li> <li>Be an active panel member when recruiting.</li> </ul>
<b>KEY RESULTS AREA – Our Team</b>	
<b>Responsibilities</b>	<b>Duties</b>
Staff Engagement	<ul style="list-style-type: none"> <li>Participates in regular supervision and performance reviews.</li> <li>Contributes to the recognition of opportunities for process improvement and proposes and subsequently implements approved changes to the process.</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Attends and participates in relevant meetings</li> <li>Contributes to the development of the team ensuring communication is positive and effective</li> <li>Models high standards of teamwork</li> <li>Openly supports and respects diversity within the team</li> <li>Works with team members to assist in planning and achievement of timelines, goals and outcomes</li> <li>Proactively supports other team members</li> </ul>
<b>KEY RESULT AREA – Customer Experience</b>	
<b>Responsibilities</b>	<b>Duties</b>
Demonstrates and upholds IM Values	<ul style="list-style-type: none"> <li>Values of Inclusion Melbourne are incorporated into daily work practices.</li> </ul>
Customer Service (Internal & External)	<ul style="list-style-type: none"> <li>Models &amp; provide excellent customer service to all stakeholders</li> <li>Feedback from all stakeholders is complimentary</li> <li>Low level of complaints from all stakeholders</li> <li>Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne's services</li> </ul>
Support key business functions of the organisation ensuring a positive public image of Inclusion Training and Inclusion Melbourne is always presented.	<ul style="list-style-type: none"> <li>Positive customer feedback</li> <li>All communication is positive and effective.</li> </ul>
<b>KEY RESULTS AREA – Other</b>	
<b>Responsibilities</b>	<b>Duties</b>
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> <li>Assesses risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and implements risk mitigation strategies.</li> </ul>
Maintain and promote a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> <li>The workplace is free from discrimination &amp; harassment.</li> </ul>
Training & Development	<ul style="list-style-type: none"> <li>Attends relevant training</li> <li>Demonstrates positive initiative and takes opportunities to increase skills</li> <li>Actively participates in supervision meetings</li> <li>Feedback is accepted in an open and receptive manner.</li> </ul>

## ORGANISATIONAL RELATIONSHIPS

<b><u>Reports to:</u></b>	Head of Education and Training
<b><u>Supervision:</u></b>	Trainers & Assessors Direct Support Professionals Volunteer Tutors Students on Placement
<b><u>Internal Liaisons:</u></b>	Direct Supports Team Support Coordination Team Community Support Team Administration & Finance Staff Human Resources
<b><u>External Liaisons:</u></b>	People supported by Inclusion Melbourne, their families and/or carers National Disability Insurance Agency Non-government organisations External service providers Specialist agencies and services Members of the public Contracted professionals Special Development Schools Community organisations Employers

## **ACCOUNTABILITY**

The Team Leader – Inclusion Training is accountable for planning, delivering and assessing high-quality training and assessment services to clients of Inclusion Melbourne. Training and assessment must be in line with VRQA Guidelines, AQTF, Skills First, relevant legislation and Inclusion Training’s policies and procedures. The Team Leader is also accountable for the coordination of the training services. This includes coordination of relevant staff, volunteers and students on placement to meet student/staff ratios; staff supervision, record and information management and internal & external reporting.

This will be achieved through: -

- Effective leadership, coordination and day-to-day direction and specialist mentoring and supervision of Trainers and Assessors, Direct Support Professionals, Volunteer Tutors, students and university students on placement.
- Appropriate systems in place to support and supervise staff (including regular one-to-one meetings; group meetings and provision of regular updates on performance to the Manager, Inclusion Training.
- Setting priorities and monitoring workflows.
- Providing expert advice and supervision to staff classified at lower levels including volunteers
- Effective and efficient communication with all stakeholders.
- Exercising judgement and initiative where policies and procedures are not clearly articulated.
- Undertaking duties that require knowledge of procedures, guidelines and statutory requirements relevant to a Registered Training Organisation

## **EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING**

To achieve the duties and responsibilities of the position, the Team Leader Inclusion Training is expected to:-

- exercise a degree of autonomy within objectives and budget
- undertake a variety of tasks of a specialised and/or detailed nature under general direction
- exercise professional judgement
- provide specialist technical advice
- establish priorities and monitor workflow in areas of responsibility
- use initiative to identify, or predict an issue that may arise and assess or think through resolution options using sound problem-solving skills
- not commit the organisation to any obligations beyond the scope of the duties
- alert management of any potential issue or crisis.

### QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Training comes under the Training Standards of the Australian Qualifications Training Framework (AQTF). It is governed by the Victorian Regulatory Qualifications Authority (VRQA). Inclusion Training is also a provider of Foundation Skills programs and the funding from this is governed by Skills First. All three bodies conduct their own audits which we must comply with.

Inclusion Melbourne has adopted a Quality Management program that incorporates continuous, incremental improvement in all services provided to external and internal stakeholders, and in all associated policies, processes and procedures.

All staff members are required to display a commitment to and to participate in, the Quality Management program by constantly striving to introduce improved practice and efficiency in the performance of their duties to ensure the continuous improvement of the organisation.

## **KEY SELECTION CRITERIA:**

### **Essential:**

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions
- An appropriate education qualification with a Certificate IV in Training and Assessment TAE40110 + TAEASS502 and significant work experience related to training and assessment, adult numeracy and literacy, work education. Prior RTO experience highly regarded
- Working at a high level of understanding of the AQTF standards, VRQA guidelines and Skills First
- Strong knowledge and experience in the Vocational Education Training sector
- Ability to develop and monitor Training and Assessment Strategies
- High-level management skills, including experience in supervising and leading staff
- Proven ability to identify and remediate underperformance within teams and individuals
- Proven teamwork skills and the ability to work both collaboratively and independently
- Strong Microsoft Office skills and experience managing a client relationship database
- Sound written and verbal communication skills, including the ability to communicate effectively with a range of stakeholders

### **Desirable:**

- Excellent interpersonal skills and demonstrated success in working effectively with a diverse range of people
- Good knowledge of NDIS
- Knowledge of VETtrak, Brevity (highly desirable)
- Sound understanding of Occupational Health and Safety
- Commitment to further mature understanding and knowledge of person-centred and inclusive practice
- Current Victorian Driver's License and access to vehicle



## GENERAL INFORMATION

### ABOUT INCLUSION MELBOURNE

Inclusion Melbourne is a uniquely innovative organisation based in Armadale and Sunshine that supports people with a disability in personalised community arrangements. At Inclusion Melbourne we have a vision for people with disabilities sharing the benefits of living in and contributing to the broader community. We want to give people the opportunity to realise their potential, build long-term freely given relationships and be welcomed as equal and respected citizens. Inclusion Training is the Registered Training Organisation sector of the organisation. It delivers accredited and pre-accredited courses at our Sunshine and Phoenix Park Campuses.

### VISION, MISSION & CORE VALUES

**Our vision** is for people with intellectual disability to live in an inclusive community, where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens.

**Our mission** is to provide people with every opportunity to do the things they want to do, with the people that matter to them, in accepting and inclusive communities.

**Integrity** - “To consistently act on sound moral principles”

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

**Potential** - “The inherent ability or capacity for growth”

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

**Individuality** - “A single person regarded as a unique personality, distinguished from others by special qualities”

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

**Relationships** - “A significant connection existing between people and communities”

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

## GENERAL INFORMATION

### Training & Development

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

### Occupational Health, Welfare and Safety

The Board and management are committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment. Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004 and accepts accountability for the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and cooperate with Return to Work programs within the workplace.

### Policies & Procedures

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality management system; *Document Central*, accessed via SharePoint. It is expected that all staff familiarise themselves with the organisation's policies and procedures.

### Conditions of Employment

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer to the Conditions of Employment policy.

### Probationary Appointment

In accordance with the provisions of the Fair Work Act and Regulations, a six-month probationary period will apply, to relevant positions.

### Superannuation

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

### Salary Packaging

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before the commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8 am-6 pm ACST Mon-Fri)
- Email – [customerservice@accesspay.com.au](mailto:customerservice@accesspay.com.au)
- Fax – 1300 361 498

**Long Service Leave**

Long Service Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Conditions of Employment Policy.

**Annual Leave**

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Conditions of Employment Policy.

**Personal/Carer’s Leave & Compassionate Leave**

Personal/carers’ leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Conditions of Employment Policy.

**Ceremonial Leave**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer to Inclusion Melbourne’s Conditions of Employment Policy.

**Parental Leave**

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Parental Leave policy.

**Purchase Additional Leave**

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

**Designated Breaks**

It is a long-established custom and practice of Inclusion Melbourne to shut for business on the day before Melbourne Cup Day and over the Christmas/New Year period. A calendar will be developed by the Chief Executive Officer (or delegate) noting designated breaks and public holidays and distributed to all staff each year.

**NDIS Worker Screening Check**

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. Incumbents of risk-assessed roles must have full clearance before commencing with Inclusion Melbourne.

**Termination of Appointment**

Notice of termination is provided in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice given by the employee. The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

**Serious misconduct**

When an employee is terminated on the grounds of serious misconduct, the employer doesn't have to provide any notice of termination. However, the employer does have to pay the employee all outstanding entitlements such as payment for time worked, annual leave and sometimes long service leave. Serious misconduct involves an employee deliberately behaving in a way that is inconsistent with continuing their employment. *Source reference: [Fair Work Act 2009 s.117](#)*

**Right to Work in Australia**

You must either be an Australian citizen; have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

**Smoke-Free Work Place**

The organisation has a “No smoking” policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.