

POSITION DESCRIPTION

Education and Training Officer: Sport and Recreation, Fitness



Position Title	Education and Training Officer: Sport and Recreation, Fitness
Group	Education and Training
Modern Award / Agreement	Educational Services (Post-Secondary Education) Award 2010
Classification Level	Level 7
Position Status	Permanent, Full-time
Reports to	Education and Training Manager or other person, who may, from time to time, be appointed
Supervises	N/A

About the YMCA of Brisbane

Providing each and every person with opportunity to be healthy, happy and connected.

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA of Brisbane works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc.

The YMCA of Brisbane is guided to achieve their mission by four key values:

- Honesty
- Respect
- Caring
- Responsibility

Industry Sector

Sitting under the YMCA of Brisbane, the Australian YMCA Institute of Education and Training - QLD Campus (RTO 3979) offer nationally recognized Vocational Education and Training within industries in which YMCA operate. The YMCA deliver qualifications in Fitness, Sport and Recreation, Child Care and First Aid.

Position Summary

The main focus for this position is to provide quality and professional Training and Assessment to a range of student cohorts studying Sport and Recreation and Fitness qualifications with YMCA throughout QLD. Under both fee-for-service and traineeship models, Training and Assessment will be conducted both online, face-to-face and in the workplace - ensuring compliance with AQTF and QLD funding agreements are met. In addition to this, you will develop and maintain industry/organisational and school contacts, perform administrative duties in support of your training activities and compliance requirements, assist with course development, and provide ongoing student support and engagement for a caseload of students.

Duties and Responsibilities

1. Deliver student training and assessment

- Develop and deliver face to face, online and telephone tutorial sessions and training to cover the delivery of the given units of competence in a manner reflective of the students preferred learning style and LLN needs;

- Assess trainee/student and employer training needs against the training and assessment services provided by the YMCA;
- Conduct site visits, inductions and teleconference inductions, as well as phone and email support;
- Form intentional, appropriate relationships with students to gain rapport and cooperation;
- Conduct valid, fair and reliable student assessments in accordance with assessment guidelines;
- Implement appropriate support strategies to keep students progressing in accordance with their agreed training plan;
- Mark all student assessments in a timely manner and provide feedback to students through identified procedures;
- Complete all administrative tasks associated with the position accurately and promptly, in line with quality and compliance procedures;
- Identify students who are not progressing suitably through their courses and undertake appropriate remedial action.

2. Stakeholder management

- Develop and maintain professional relationships with all stakeholders including but not limited to students, schools, Australian apprenticeship network providers, GTO's and industry organisations.
- Respond to students and all stakeholders via phone and email in a timely and professional manner.

3. Develop training and assessment resources

- Develop training and assessment materials for sport, recreation and fitness courses;
- Participate in continuous improvement of materials to ensure currency and ease of use.
- Participate in validation and moderation sessions to improve product, processes and services.

4. Customer service and product and service promotion

- Participate in departmental growth through promoting product and services to customers;
- Liaise and maintain excellent relationships with all stakeholders to facilitate the achievement of training and business outcomes for the Institute;
- Maintain effective communication with all YMCA staff, in line with correct procedures;
- Provide stakeholders with accurate and timely advice on Institute training programs and services and on contractual obligations.

5. Manage and maintain student records

- Maintain accurate records of student contacts, attendance and assessment;
- Correct and accurate data entry into VETtrak, LMS and other relevant software
- Identify completing and cancelling trainee/students and formalise required documents;
- Undertake appropriate action for resubmissions, alternative training and assessment, subcontracting issues, behavioural issues, revision of training plans and completing and cancelling trainee/students;
- Maintain confidentiality of all information, records and files in respect to the YMCA, the students and staff.

6. Manage systems to ensure compliance with VQF and contractual obligations

- Follow all VET Quality Framework guidelines in the delivery, assessment and administration of all training programs;
- Be aware of and ensure compliance with User Choice and VETiS contractual/funding requirements.

Health, Safety and Environment

- Attend and actively participate in scheduled staff meetings and other meetings/team gatherings or training sessions as required;
- Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- Maintain the work environment so as to minimise risk to both customers and staff and report identifiable risk so that immediate action can be taken;
- Comply with the YMCA's Work Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
- Comply with the YMCA's ICT Policies and procedures, the Privacy Act and maintain confidentiality of all YMCA information, records and files;
- Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";
- Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;
- Any other duties as determined by the Chief Executive Officer from time to time.

Key Physical Requirements

- Walking / standing – Occasional
- Sitting – Constant
- Facilitating activities – Constant
- Driving – Frequent
- Squatting/ bending/kneeling – Occasional
- Fine motor skills (keying, typing) – Constant
- Gross motor skills (setting up, packing up) – Occasional
- Lifting/carrying up to 10kg - Occasional

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

Essential:

- Certificate III in Sport and Recreation or higher
- Certificate IV in Fitness or higher
- Current Certificate IV in Training and Assessment
- Sound knowledge and experience in delivering VET programs (minimum 1 year)
- Current and relevant fitness, sport and recreation industry experience (minimum 2 years)
- Experience with online learning, training, support and delivery of training
- Highly developed organisational, time management and administrative skills
- Strong communication and interpersonal skills including the ability to communicate effectively with a range of stakeholders,
- Capability of problem solving and to resolve conflict situations
- Demonstrated high level computer skills and experience using Microsoft Office program
- Current open drivers license and willingness to travel
- Current First Aid and CPR Statement of Attainment or willingness to obtain
- Currently possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
- Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

Desirable:

- Diploma of Fitness / Diploma of Sport and Recreation
- Knowledge and experience with the use of an LMS and VETtrak software
- Knowledge and experience in the development of course training and assessment resources
- Knowledge and experience of traineeships including User Choice Funding arrangements
- Experience in training and assessing in a workplace or school environment

Approval

Date Position Description Created / Revised:	
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	

Acknowledgement and Acceptance of Position Incumbent

I acknowledge that I have received and reviewed a copy of the position description for the role of Education and Training Officer: Sport and Recreation, Fitness.

I confirm that I fully understand all my job duties and responsibilities and that I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my service without it being specifically included in the position description.

I have discussed any questions about this job description with my immediate supervisor prior to signing.

Employee Name: _____

Date: _____

Employee Signature: _____

RETURN TO HR

