

POSITION DESCRIPTION

POSITION TITLE **Director Training and Capacity Building**

The Director Training and Capacity Building is responsible for the management of the Ageing and Aged Care program, and Disability Inclusion programs.

All staff are required to ensure that within their role and delivery of their work, they consider and incorporate the needs of the LGBTIQ+, Aboriginal and Torres Strait Islanders, Brother Boys and Sister Girls.

REPORTING STRUCTURE

This position reports to the Deputy Chief Executive Officer (Deputy CEO).

Direct reports include: , Ageing and Aged Care roles Disability and Social Inclusion Lead.

PRINCIPAL DUTIES

- Ongoing implementation, monitoring, evaluation, and provision of effective management of LHA's Ageing and Aged Care program.
- Management oversight of the Disability Inclusion programs.
- Contributing the delivery of LHA's programs to ensure that key performance indicators are met by holding a portfolio of program work.
- Developing strategies and maintaining relationships to ensure LHA contributes appropriately to integrated and coordinated responses to the needs of LGBTIQ people and communities.
- Working with the Deputy CEO and CEO to identify opportunities for the development of proposals to secure funding.
- Ensuring compliance with all relevant legislation and contractual obligations, organisational policies and procedures and taking prompt action in cases of unprofessional, illegal, or unethical behaviour by LHA staff.
- Managing stakeholder relationship and communication in a way that demonstrates respect, confidentiality and care for staff, Board of Governance members, partners, and all stakeholders.
- Demonstrating personal integrity and professionalism and behaviours that actively promote a positive and productive organisational and workplace culture.
- Representing LHA with integrity and professionalism at relevant forums, reference groups, inter-agency and other committees that focus on LGBTIQ health and wellbeing.
- Exercising financial and human resource management and delegations in accordance with the authority delegated by the Board of Directors.
- Effective management of budgets relating to three programs.
- Contributing to the delivery of LHA's programs to ensure that key performance indicators are met.
- Sector engagement with a view to promote training and capacity building initiatives as delivered by our project partners.
- Project managing relationships with LHA partners to ensure the programs are running consistently and to the highest standard.
- With the CEO acting as the key relationship between the funder and the LHA programs.

- Managing project deliverables according to key outcome measures within our funding agreement and preparation of annual plans to reflect these goals.
- Working with Program Coordinators to manage project deliverables according to key outcome measures within our funding agreement and preparation of annual plans to reflect these goals.
- Actively contribute to the development and implementation of organisational policy, particularly within your areas of responsibility and accountability.
- Perform other duties and contribute to LGBTIQ project activities of LHA, in any project area, as requested from time to time by the CEO.
- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other LHA policies and procedures.
- Willingness to travel within Australia.
- Undertake other tasks as directed.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate, and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes, and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Minimum two years senior management experience in health, education, or human services and/or extensive experience in health/welfare management, especially in the NGO sector.
- Tertiary qualifications with relevant experience in relation to mental health and wellbeing, education, social science, or other relevant fields.
- Cert IV in Training and Assessment (or willingness to obtain).

Experience Required

- Demonstrated working knowledge of the LGBTIQ sectors, their services and systems and strong working relationships within these sectors as well as with the government and non-government health sectors.
- Demonstrated experience and a successful track record of programmatic management and implementation of health and wellbeing programs including the development, implementation and evaluation of harm reduction and peer education programs within a community organisation context.
- Contemporary knowledge of the current health and wellbeing issues affecting LGBTIQ elders, people with disability and LGBTIQ communities.
- Good knowledge and understanding of research and best practice in LGBTIQ ageing and aged care, palliative care, and disability.
- Awareness and understanding of the health disparities that impact LGBTIQ communities, for example, ageing and aged care, disability, social inclusion and other health and social issues.
- Knowledge of the current health disparities and issues affecting indigenous LGBTIQ, Brother Boy and Sister Girl communities.
- Demonstrated understanding of and commitment to human rights for LGBTIQ people and communities.

- Experience in working effectively and collaboratively in a small team environment, with minimal supervision.
- Experience in managing multi-disciplinary teams and managing change in an evolving environment.
- Demonstrated understanding of the workings of government (Commonwealth and State/Territory), and of the health sector.
- Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.
- Experience in planning and implementing strategies and campaigns to bring about change.
- A proven track record of planning and using diverse influencing strategies to achieve organisational goals.

Computer Skills

- Good working knowledge of Microsoft Office (Outlook, Word, and Excel).

Aptitude & Interpersonal Skills

- Outstanding interpersonal and negotiation skills for achieving results while maintaining important relationships and for representing the organisation.
- Ability to effectively manage by exception.
- Superior communication skills, including written and verbal presentation skills, diplomatic and effective liaison, and interpersonal skills.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Strong planning and evaluation skills, including the capacity to analyse data and interpret and apply research and evaluation findings.
- Capacity to work productively in a team both with LHA, its Member Organisations, and other organisations.
- Proven ability to organise, administer, prioritise, and meet deadlines, in particular when there are competing demands and contracted timeframes and the requirement to delegate.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may hold differing views and conflicting interests.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.

KEY PERFORMANCE INDICATORS (KPIs)

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Executive Director and the Organisation.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
- Preparing, completing, and submitting documentation and reports in accordance with Organisational standards and timeframes.



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- Manage and deliver high quality programs and projects within agreed timeframes and to the standard expected of the Organisation.
 - Meet budget or forecast targets as agreed with the Deputy CEO.
 - Ensure that performance reviews are completed within set timeframes.
 - Activities undertaken are fully compliant with statutory, commercial, and legal requirements.
 - Management, supervision, utilisation, development, and engagement of staff reporting to the position including effective performance management.
 - Following instructions and completion of tasks in a timely, accurate and efficient manner that meet the requirements of the organisation, members and required regulatory standards.
 - Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Signed by Deputy CEO: _____ Date: _____

Signed by Employee: _____ Date: _____