

Position Description

POSITION TITLE:	Personnel and Training Officer
DEPARTMENT:	Employment Services
RESPONSIBLE TO:	PTO Team Leader
DIRECT REPORTS:	Nil
EMPLOYMENT TYPE:	Full-time
LOCATION:	Various
<input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> WWC <input checked="" type="checkbox"/> DCSI – Disability <input checked="" type="checkbox"/> Medical	

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the PTO Team Leader, the Personnel and Training Officer (PTO) provides client services in a proactive, effective and efficient manner.

Working directly with people with disability, this position provides individual and group training and support to meet individual goals. You will be part of a team that offers support to over 1500 people with disability across all commercial and community functions of the business.

KEY RESPONSIBILITIES

- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework
- Support employees to achieve their NDIS goals and objectives
- Providing front-line HR advice and support to management, staff and NDIS Participants (employees) explaining procedures and policies
- Administering the disciplinary and performance management system
- Ensuring mandatory requirements (eg, training) is undertaken for employees
- Maintaining appropriate records, ensuring complete accuracy and confidentiality
- Assist Site Manager with risk management procedures, processes, policies, and practices
- Responsible for documenting a training and development plan, in line with individual employee needs
- Develop and implement behaviour management programs as required to develop acceptable employment standards

- Provide mentoring to employees as required to assist employee workforce development and learning
- Refer employees onto support or advocacy agencies and services as required
- Conduct employee exit interviews as required and provide feedback to line manager
- Complete new employee recruitment and induction documentation (as required)
- Complete Service Delivery Reviews in-line with policy
- Complete employee wage assessments in conjunction with support staff in-line with policy
- Build and maintain strong working relationships with external support services and employee parents and guardians
- Ensure all documentation regarding personnel, training and support provided is in-line with the NDIS Quality and Safe Guarding Framework
- Maintain/update participant records held in Client Incident Management System (CIMS)
- NDIS related tasks, including but not limited to Service Agreements, Service Proposals and communications with the relevant Bedford stakeholders
- Provide other supports, such as those included in a participant's support plan (eg, money management training)
- Facilitate and support the School to Work (STW) Program and School Leaver Employment Support (SLES) and on-boarding programs
- Complete Workplace Health and Safety incident paperwork, facilitate appointments and liaise with relevant WHS staff

KEY CHALLENGES

- Effectively working through challenging behaviours and unexpected situations to achieve the best business and individual outcomes for all involved
- Coordinate the transition of the NDIS across assigned site, balancing exceptional customer outcomes with individual NDIS plan responsibility and best business practice
- Assist with and implement a new support services model and employment model across assigned site
- Remain up-to-date and informed regarding government policy and legislation regarding the NDIS and applicable government funding
- Establish and maintain close working relationships with key internal stakeholders and employees, to develop a comprehensive knowledge and understanding of the needs of individuals which may impact future service offerings
- Balance the needs of business units with the life goals and associated NDIS packages of people with disability and their families

SKILLS / ATTRIBUTES

Personal Attributes

- Have an affinity for the people with disability who Bedford support and embrace the organisational values
- Have a track record in performance and relationship management for improved outcomes
- Be an ethical, outcomes- and results-driven individual, with a positive, 'can do' attitude
- The ability to exercise effective judgment, sensitivity, creativity to changing needs and situations
- Outstanding interpersonal skills and high-level oral and written communication essential for establishing and maintaining effective relationships to achieve successful outcomes

- Confidence with working autonomously across Bedford sites and the ability to make decisions when required

Essential Skills and Qualities

- Provide First Aid certification
- Previous industry experience working in disability
- Ability to use technology-based client management and documentation systems.
- Confidence and capability in using MS Excel and other MS Office systems
- Travel between office locations/regions as and when required
- A current driver's licence
- An understanding of NDIS School Leaver Employment Supports, Onboarding and School to Work Transition
- General knowledge of disabilities prevalent within the Bedford workforce
- Understanding of human resource principles and legislative requirements

Desirable Skills and Qualities

- *Certificate IV in Disability* or relevant tertiary qualifications
- *Certificate IV in Training and Assessment* (desired)
- Tertiary qualifications in Psychology or Developmental Education or similar (desired)

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Standards for Disability Services* (the Disability Services Standards).

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at bedfordgroup.com.au

I confirm that I have read and understood the Position Description for the position of Personnel and Training Officer.

(Name)

Signed _____

Date _____