



LIFE SAVING VICTORIA

POSITION DESCRIPTION

Position Summary

Position Title:	Training and Assessment Officer (Aquatic Safety)
Position Category:	Full Time
Area Of Operation:	Public Training (PTPS)
Reporting To:	Training Manager
Governing Councils:	Aquatic Industry and Community Education Council
Direct Reports	NA
General Description:	<p>Life Saving Victoria (LSV) is a nationally recognised Registered Training Organisation (RTO) delivering training and assessment to a wide range of client groups located across regional and metropolitan areas. LSV deliver a selection of short courses focusing predominantly on first aid, emergency response and water safety.</p> <p>The role is responsible for the delivery of LSV's accredited and non-accredited training to the highest standard, to maintain accurate and timely records and actively contribute to the achievement of the business unit's operational goals.</p>
Key Results / Job Outcomes	<p>Provide excellent customer service.</p> <p>Enhanced positive relations with industry, membership and community.</p> <p>Enhanced reputation of Life Saving Victoria</p>

Key Responsibilities

Training Services Delivery	<p>Deliver open water, pool based and first aid training programs with professionalism, ensuring that the delivery of the course content reflects the dedication to LSV's core values and Organisational mission.</p> <p>Deliver courses to all client groups using current LSV training course and resources, adhering to LSV session plans, delivery expectations and course structures. Adhere and contribute to all compliance requirements in line with the standards expected by the ASQA, the VET and Training sector and the broader Training Industry.</p> <p>A strong commitment to continuous improvement through ongoing support to the department and contribution to innovative practice.</p>
Customer Service	<p>Provide prompt, efficient and courteous service to all clients, relating to LSV and ensure all requests, customer proposals are accurately communicated. Ensuring a positive contribution towards the LSV professional image and reputation.</p>



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Compliance	<p>Ensure adherence to VET, ASQA and Industry standards in partnership with the LSV Quality Assurance personnel.</p> <p>Build and maintain strong positive relationships between the LSV Quality Assurance personnel and Training Services staff / stakeholders.</p>
Business Development	<p>To aid in the identification, development and promotion of business opportunities within the different business areas as identified in the LSV business plan and the department service delivery plan/s.</p> <p>Actively sell LSV services and products to industry, education and general public markets. Build relationships and increase the strength of partnerships and business activity with current and potential training partners.</p> <p>Supporting the service delivery, validation and resource development of all LSV training programs and policies promoting the continuous improvement in quality, processes, systems, and customer satisfaction.</p>
Marketing and Sales	<p>Assist, as required, in the implementation and marketing of current and new LSV products and services. Identify and take appropriate opportunities to sell, on sell and cross sell LSV programs, resources, services and products.</p> <p>Demonstrate loyalty and commitment in ensuring that LSV products and services are held in the highest of regard by clients and provide accurate and timely feedback to the office team when either positive feedback or opportunities for improvement are identified.</p>
Human Resources & OHS	<p>Assist in the identification, recruitment, induction and development of appropriate personnel to become LSV trainers and assessors and guide newly appointed staff through the LSV on-boarding process. Assist with Trainer and Assessor development program and act as a mentor to Training Officers as required including the facilitation and instructional design of Masterclasses and Trainer Professional Development. Ensure the compliance of OHS guidelines and procedures, using protective clothing or equipment provided at all required times. Identify hazards, monitor and assess risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace. Demonstrates duty of care, consider own safety and the safety of others at all times.</p>



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Key Responsibilities

	Promote the Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.
Safeguarding Children and Young People	<p>Understand and comply with the guidelines of the LSV's and SLSA's Safeguarding Children and Young People</p> <p>Support the department to adhere and operate within the protocols of the Child Standards.</p>
General	<p>All other tasks reasonably requested by the Training Manager or General Manager reasonable to the position of Trainer.</p> <p>All other tasks reasonably requested to achieve the department objectives, key performance indicators and broader Organisational objectives.</p>

Liaison and Key Relationships

Internal	External
<ul style="list-style-type: none"> LSV Executive Group Business Unit Managers LSV Staff LSV Board of Directors LSV Volunteers LSV Community Organisations 	<ul style="list-style-type: none"> Key Service Providers EMV and other government departments Corporate Partners, Sponsors & in-kind supporters. National Bodies Other police and emergency service sector agencies Others as required

LSV Core Values

Organisational Expectation	<ul style="list-style-type: none"> Willingness to recognise and embrace LSV's core values when making decisions and working with our volunteers, clients, community and each other Positive and respectful relationships (cultural and intergenerational) Being open, welcoming and inclusive Personal development through a commitment to lifesaving Develop healthy lifestyles
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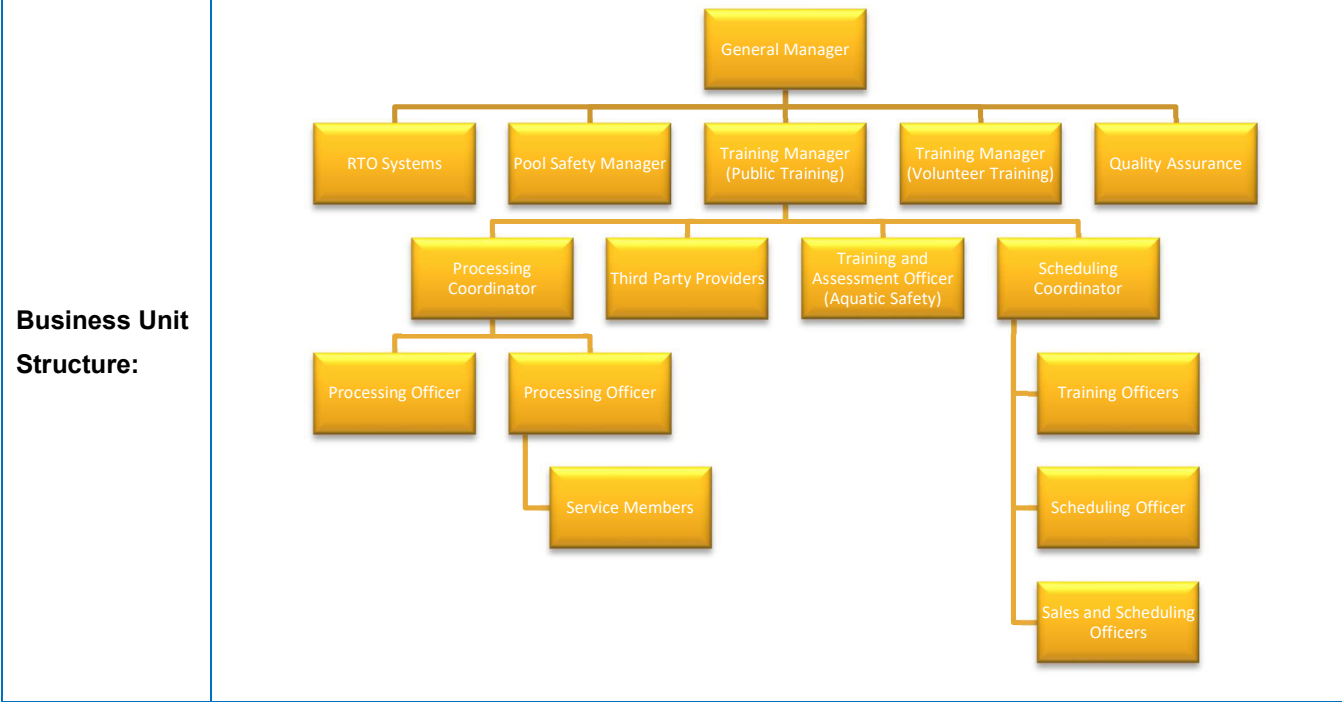
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LSV Core Values

	<p>Willingness to recognise and embrace LSV's core values when making decisions and working with our volunteers, clients, community and each other</p> <ul style="list-style-type: none"> • Positive and respectful relationships (cultural and intergenerational) • Being open, welcoming and inclusive • Personal development through a commitment to lifesaving • Develop healthy lifestyles • Taking personal responsibility for betterment • Being relevant in today's and tomorrow's society • Efficient and appropriate use of available resources • Building stronger and safer communities
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Organisational Structure



Job Competencies

Personal Attributes	<ul style="list-style-type: none"> • Personal growth and development orientated, with systematic approach when building towards improvement.
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Job Competencies	
	<ul style="list-style-type: none"> Solution orientated with an analytical approach to troubleshooting, with the ability to demonstrate clear outcomes. Ability to manage own time to achieve key outcomes. Ability to empathise and provide constructive feedback.
Essential Competencies	<ul style="list-style-type: none"> Training and Assessment qualification suitable to deliver Vocational Training including but not limited to; <ul style="list-style-type: none"> Certificate IV in Training and Assessment TAE40116 Certificate IV in Training and Assessment TAE40110 plus additional units TAELLN411 & TAEASS502 Maintain professional development evidence and industry currency in line with ASQA / VET requirements and LSV structures. Hold and maintain current qualifications in Pool Lifeguard, Community Surf Lifesaving Certificate and Provide First Aid. Demonstrated ability in delivering vocational training and the ability to conduct flexible assessments where required. Excellent interpersonal and communication skills and the ability to work with minimal supervision as well as part of a group / team. Intermediate IT skills including but not limited to Microsoft Office, email and use of online learning management systems. Key relationship building skills and the ability to develop rapport and effective working relationships with clients, internal business units and training colleagues. Maintain a professional standard of dress / appearance at all times in line with uniform policy and business unit expectations. Proven ability in delivering high quality presentations and training to uniquely different client groups. Current Victorian Drivers License. Current Working with Children Check or the ability to obtain one. The role requires flexibility in delivery and travel within Victoria.
Desirable Competencies	<ul style="list-style-type: none"> Knowledge of Royal Life Saving and Surf Life Saving programs and services.