

Position Description

POSITION:	Training and Practice Event Administrator
REPORTS TO:	Individual and Community Training Coordinator
BLUE KNOT VALUES:	<p>We lead with hope With empathy, compassion, and understanding, we advocate for and support people to heal and recover from complex trauma.</p> <p>We uphold integrity As individuals and teams, we are accountable, transparent and inclusive; always delivering quality and excellence.</p> <p>We drive change As innovative thought leaders, we build trauma-informed communities to transform the lives of people affected by complex trauma</p>

ABOUT THE ROLE:

This role supports the daily management of administrative tasks for elearning and individual group supervision. This will include supporting professionals as they book training events, supervision sessions, engage in self-paced learning, and blended learning opportunities. It will also include speaking to external stakeholders about their learning needs and guiding them to the right learning pathway. The role will also support the logistics of any in-person special events. Each day is unique and provides the opportunity to build collaborative relationships with professionals across diverse sectors.

The successful applicant would ideally have human services sector experience and /or events experience and an awareness or desire to learn more about the impacts of complex trauma and vicarious trauma.

RESPONSIBILITIES

1. Service Delivery

- Manage training and practice discussions externally with individuals through educating about the programs, consultation and matching our programs and services to their needs.
- Utilise our internal Training Management System as the primary platform to generate documentation and provide facilitation and logistics for events as well as the day-to-day support for people accessing the Customer Portal for eLearning via our Training Management System.

- Liaise effectively and respectfully with all stakeholders, which could include individuals from government and non-government organisations, community providers and corporates as well as supporting our training facilitators.

2. Team

- Participate in Training, Practice and Organisational Consultancy Team Meetings as well as other meetings at the request of Head of Service.
- Assist with projects and tasks as agreed with the coordinator and/or Head of Service.
- Participate in regular supervision meetings with your direct supervisor.
- Support marketing and broader organisational activities relevant to training and other services as required.
- Supports Blue Knot's purpose and strategic direction and develops collaborative relationships with both the team and across the organisation.
- Works in a collegial manner with Blue Knot staff supporting broader functions during periods of high demand and leave.
- Contributes to a respectful, supportive and safe working and reflective environment across the organisation.
- Open to giving and receiving constructive feedback to support personal, team and organisational growth.

3. Quality

- Complies with information management, risk management, quality management processes, recordkeeping, privacy, confidentiality and other organisational policies and procedures.
- Promotes a safety culture and follows both quality and safety management system processes.
- Ensures self consistently meets statutory obligations as Mandatory Reporters and follow risk of harm protocols.

QUALIFICATIONS, EXPERIENCE & CAPABILITIES

1. Qualifications

Relevant qualification in a related field, e.g.: social work, psychology, education, or an event related discipline.

2. Experience

- Minimum 3 years of working in human services, event management or adult education administration role with demonstrated experience.
- Experience, or sound understanding, of the non-for-profit sector
- Excellent time management skills and the ability to prioritise tasks
- Ability to maintain confidentiality

- Excellent telephone manner and interpersonal skills and an ability to manage difficult conversations
- Excellent written communication skills
- High level proficiency in the use of the Microsoft Office suite
- A positive and motivated attitude
- Ability to work autonomously and as part of a team in a remote environment.
- Understanding of trauma informed practice (desirable).
- Experience with Learning Management Systems and eLearning (desirable).

3. Capabilities

- Is able to demonstrate a grounded approach and able to self-regulate when engaging with challenging information or situations.
- Demonstrated drive and motivation, with the capacity to self-reflect, respond constructively to feedback and a commitment to learning.
- Communicates clearly, actively listens, and responds with understanding and respect, including ability to embrace multiple and divergent views.
- Is adaptable and willing to assist with other tasks and work flexibility as required.

OTHER REQUIREMENTS

1. Availability

- This role is a full-time online role across 38 hours per week.
- Currently home-based as we are a remote first work environment, with a requirement to attend meetings and workshops in currently North Sydney or at other locations as required.

2. Other

- It is a requirement that all BKF employees have a valid and current national police check/criminal History Check.
- This role requires a valid and current Working with Children/Vulnerable Persons clearance for the duration of their employment.
- Adaptability and flexibility, as this role and underlying processes may change and develop in line with business needs.
- As this role is based at home, maintenance of a safe and WH&S compliant home office space with access to an internet connection speed tier of NBN50/20 (or better) is required.