

# A GUIDE FOR JOB APPLICANTS

*ACON is Australia's largest health organisation specialising in community health, inclusion and HIV responses for people of diverse sexualities and genders.*



## Manager, Training Services Development

*We create opportunities for people in our communities to live their healthiest lives.*

### Why work for ACON?

ACON is an inclusive employer offering a colourful, nurturing and fun workplace.

Diversity and inclusion are at the core of who we are, they are strengths that we celebrate and demonstrate through our workforce and the delivery of all of our programs and services.

Our staff and volunteers are the foundation for our ongoing effectiveness and we are committed to their professional development and engagement. Our philosophy is "Employability for Life." We don't just help you excel at this job, we also help to build capabilities that support your future career development.

In addition, we offer flexible working arrangements and generous array of entitlements above and beyond the National Employment Standards (NES) including:

1. a **35 hour working week** (38 hours per week under NES);
2. an **extra week of paid leave** to be taken during our Christmas and New Year's shutdown period
3. **12 days of paid personal leave** per year (10 days under NES)
4. **3 months Long Service Leave of at 10 years of service** (2 months at 10 years under NES) **with access to 6 weeks at 5 years of service**
5. **Five days of paid compassionate leave** (2 days under NES)
6. **14 weeks paid parental leave** in addition to the government arrangement
7. **Paid Additional Health Care Leave** for ongoing and once-off issues affecting health (including Family and Domestic Violence Leave).
8. **Option to purchase additional Annual Leave** beyond the 4weeks mandated
9. **Education Leave of up to 70 hours** per annum
10. **Severance pay** in excess of the NES, in the case of redundancy.
11. **Salary Packaging** up to \$30,000 gross up value (ie currently up to \$15,899 tax free)
12. **Employee Assistance Program (EAP)** - Access to a comprehensive counselling service free to employees

For more details about working at ACON, click [here](#) to download the ACON Enterprise Agreement.

## How do I apply?

You only need to email us three documents in MS-Word or PDF format at [vacancy@acon.org.au](mailto:vacancy@acon.org.au):

### 1) An ACON Application Form

You can download this at [www.acon.org.au/jobs](http://www.acon.org.au/jobs)

### 2) Your Cover Letter outlining your Claim against the Selection Criteria

Tell us how you meet each of the Selection Criteria in the Position Description in detail.

*Address all of the Selection Criteria as outlined in the following position description.*

*Let us know how your skills and experience relate to the requirements of the position and how you can use them to excel in this job.*

*To do this, address each criteria separately in point form. You should use statements with examples that clearly demonstrate your competency in a particular area.*

*Applicants who do not demonstrate that they meet the requirements of the position will not be invited to attend an interview.*

### 3) Your Resume

*Tell us about your previous employment and your education. Be sure to include:*

- *Your **Name** and **Contact details***
- *Your **Education** including any degrees you have received, the institution and its location and the date of your graduation. You might also want to include your major/minor fields, any honours, and publications.*
- *Your **Work Experience** including jobs, internships, and volunteer work. If you have just recently finished high school, you might also include extracurricular activities such as clubs or sports.*

## How does recruitment work at ACON?

There are five main steps in the process:

### 1) Application

ACON receives your application, cover letter and resume. You will receive an email from our HR Team acknowledging that we have received your documents.

### 2) Shortlisting

A selection panel of 2-4 qualified persons will review all the applicants and offer interviews to those applicants whose applications best address the requirements of the position.

### 3) Interview

If you are shortlisted for interview you will be contacted by the chairperson of the selection panel and invited to an interview. Your interview may take the form of a question and answer session, a presentation of your previous work, a test of your computer skills, or any other form that is relevant to the position. The chairperson will let you know the format of the interview and any documents, presentations or examples of previous work that you might need to bring with you.

### 4) Offer

Appointments to positions with ACON are based on merit. This means that the applicant who is judged to be the most capable of carrying out the duties of the position will be offered the job. The decision to make you an offer is based on your written application, your performance at

interview, and successful Referee Checks, Criminal Record Checks and Working with Children Checks (if applicable).

### **5) Acceptance and Commencement**

Once a salary and start date have been agreed, you will receive a commencement pack from the HR Team including your contract and other documents (e.g. the ACON Code of Conduct, Tax File Declarations, Bank Deposit details, Superannuation Choice forms, etc.). Once these are returned to the HR Team, you are ready to start work on your agreed date.

#### **How long does it take to hear back on my application?**

If you have applied via email, you will be sent a return email within 1-2 business days acknowledging receipt of your application. Your application will then be reviewed and we will contact you within 1-2 weeks after the application closing date.

If you are successful in gaining an interview, the chairperson of the selection panel will contact you by telephone to arrange a suitable date and time for the interview.

Otherwise, we will contact you by email to advise you that your application has been unsuccessful on this occasion. If you are not selected for an interview, this is when you will receive an email from our HR Team informing you that your application was not successful on this occasion. Don't get discouraged if you do not get an interview - you can always apply again when we have another job that catches your eye!

If interviewed, you will be informed of your interview outcome within 5 working days; however this may vary depending on the number of applicants.

**Position Title:** Manager, Training Services Development

**Work Level:** Service Manager

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**Reports to:** Director of Community Health and Regional Services

**Supervises:** Team of three and coordinates a pool of trainers across the division

### **Position Overview**

Responsible for diversifying ACON's funding base and significantly increasing the proportion which is self-generated through the development of new training services, both online and face-to-face, and the expansion of existing ones. Develops new training content in consultation with subject matter experts, expands the existing training menu, and coordinates the promotion of standardised training packages to new and existing clients.

### **Main Activities**

- Develop a robust business development plan for funded / fee for service offerings.
- Develop and implement ACON's fee-for-service and public training menu suite (face-to-face and online) working with subject matter experts to deliver new workshops and review and standardise existing training packages.
- Monitor funding opportunities and, where applicable, provide tender (and reporting) support for programs within the division.
- Build strong strategic relationships with key stakeholders and potential partners to support business development initiatives, funding opportunities and new areas of growth.
- Lead the branding, marketing and communications planning for ACON's training initiatives actively promoting offerings and generating business.
- Ensure compliance with data base and record management systems and completion of funder reporting requirements.
- Oversee website development and maintenance including storefront.
- Identify and engage with subject matter experts and advisory groups to develop training content and resources.
- Build ACON's training workforce. Supervise and coordinate a pool of trainers across the division. Manage, support, train and evaluate direct staff and volunteer workers collaborating with the management team.
- Manage the physical, financial and human resources of the unit in accordance with unit business plans and budgets.
- Actively participate in and contribute to an ongoing process of supervision, unit meetings, team meetings, general staff meetings, quality improvement and professional development strategies.
- Perform other duties to assist with the work of the unit as requested by the Director (or designate).

## **Selection Criteria:**

### **Essential**

- Bachelor's degree or higher in business, business development or a related field. Experience developing and implementing growth strategies and plans in large organisations.
- Experience developing and diversifying an organisation so as to increase income and secure the future of the organisation.
- Experience developing and implementing training programs managing Bridge LMS to deliver face-to-face and online training (eLearning, webinar, chat forums)
- Manage and maintain web development of online storefront.
- Experience in sourcing and working with subject matter experts and leading advisory groups to develop training content utilising a co design approach.
- Demonstrated experience in tender writing and associated reporting.
- Familiarity with the NSW and Australian health and community sectors including HIV/sexual health, aged care, drug and alcohol, sexual assault and domestic violence, and mental health.
- Strong training facilitator skills including face-to-face and online.
- Excellent written and verbal communication skills.
- Demonstrated high level organisational abilities.
- Experience using, administering, monitoring and ensuring compliance with database and record management systems.
- Excellent attention to detail and timeliness. Demonstrated ability to be flexible, responsive and organised including the ability to manage multiple tasks successfully.
- Demonstrated ability to work cooperatively as part of a team.
- Understanding of and commitment to ACON's communities, particularly people living with HIV.

### **Desirable**

- Experience working in the community sector, in particular within LGBTQ, ageing, HIV/sexual health, mental health/alcohol and other drugs is highly desirable.
- Peer lived experience as a member of the LGBTIQ community and understanding of health needs.

### **Additional Information**

This position is located in Surry Hills NSW and is offered on a full-time (38 hours per week) 2-year fixed term contract with a base salary range of \$90-\$100K per annum, negotiable

commensurate with skills and experience plus superannuation and leave loading. You may also elect to salary package a portion of your salary (up to \$30,000 gross-up value) tax-free.

Applicants must be comfortable working in an LGBTQ community organisation.

For further information regarding this position, please contact Sarah Lambert, Director Community Health & Wellbeing and Regional Services, on 0419 120 260.

If you think this is the job you have been looking for, find out how to apply at [www.acon.org.au/jobs](http://www.acon.org.au/jobs).

**All applications must include**

- 1. a completed ACON application form**
- 2. a document addressing the Selection Criteria and**
- 3. a copy of your resume.**

**Applications close 5pm Sunday, Sunday 11 October.**