

JOB AND PERSON SPECIFICATION

Title of Position : Program Lead
Classification : ASO6
Location : Learning Academy
Reports To : Manager Training Delivery

CORRECTIONAL SERVICES
Position No: P50609 / P50611 / P50612
Division : Corporate Services

JOB AND PERSON SPECIFICATION APPROVAL

.....*Sign*..... 12/ 12 / 2025
Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Program Lead is accountable to the Manager, Training Delivery for leading the delivery of a wide range of accredited and non-accredited training programs for the Department for Correctional Services (DCS) staff. The incumbent is responsible for ensuring that all learning content is current and accurate (including operational practice, where appropriate) and is delivered in a contemporary and engaging manner that supports the departments strategic objectives.

The Program Lead is a multidisciplinary expert training facilitator who can deliver a variety of programs across diverse audience groups in line with contemporary adult learning and best practice delivery principles.

A key facet of the role is ensuring that all non-accredited training programs are evaluated in line with departmental approved training guidelines, and to work with Department's Registered Training Organisation (RTO), VTEC-SA to ensure the ongoing quality and compliance of accredited programs, in line with the Standards for Registered Training Organisations (RTOs) 2015.

The Program Lead researches contemporary practice, liaises extensively with key internal, and external, stakeholders for the delivery of all training programs delivered by the Learning Academy.

KEY STAKEHOLDER INTERACTION

The Program Lead is responsible to the Manager, Training Delivery and operates as part of a multidisciplinary team. The Program Lead will:

- Consult with senior managers across the agency to foster relationships with all DCS sites that lead to an improvement in training uptake and compliance across the Department.
- Liaise with external providers engaged in program design, development, and delivery.
- Has key interactions with senior managers in other public sector agencies, private training organisations and other providers.
- Work closely with VTEC-SA and members of the Services & Systems team.

BRANCH PROFILE

The Corporate Services Directorate is responsible for the Learning Academy, Information and Technology Services, Strategic Procurement & Contract Management, Finance, Infrastructure & Safety Systems, Rosters and Workforce Management Portfolios. The Directorate supports the Department for Correctional Services (DCS) in achieving its strategic objectives, targets and key reform agenda including:

- building workforce capability and productivity
- managing risk and compliance

- asset management, infrastructure projects and major capital works
- strategic contracts and procurement management
- information management and technology
- development and delivery of accredited and non-accredited training and development programs
- ensuring effective and equitable employee management and relations
- corporate financial management, and
- health and wellbeing.

The Directorate also has a direct stakeholder relationship with Shared Services SA to ensure the agency's Business Systems, Payroll, and Accounts Payable/Receivable functions are delivered in accordance with the service level agreement.

Guided by the DCS Learning Academy (Academy) Governance Committee, the Academy delivers training (accredited and non-accredited), and monitoring of completion by all Departmental staff, and oversees training and development where it is delivered by specialist areas within the Department. It also has a role in strategic workforce planning, training and other reporting which includes whole-of-sector priorities such as performance management and development.

SPECIAL CONDITIONS

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- A current South Australian Driver's Licence is essential;
- A flexible approach to working hours is required;
- Some interstate and intrastate travel will be required which may necessitate overnight absences.

HIGHLIGHTED EMPLOYMENT CONDITIONS

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.
- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents.

KEY AREAS OF ACCOUNTABILITY

Contribute to the design and lead the delivery and assessment of learning and development programs that support the (DCS) meeting its strategic objectives by:

- Delivering expert advice to a range of stakeholders in relation to a diverse range of training and development activities to ensure that the Learning Academy meets its operational and business objectives.
- Applying a thorough understanding of the Department's strategic and operational training and development requirements including in developing and implementing innovative change management and employee training strategies.
- Evaluate and review materials to maintain compliance with standards and Department's policies and procedures in consultation with the Quality Lead Ensuring program content in learning programs reflects departmental approved practices, up-to-date departmental policy and procedures, through consultation with managers, research and feedback of program participants.

- Lead a program of allocated work and assume supervisory responsibilities for the associated team members day to day.
- Applying leadership in the collection and review of training participants feedback and develop tangible considered recommendations for program improvement.
- Undertaking the role of lead trainer and review and update learning material
- Anticipating change and incorporating it into program content through researching best practice organisations and practices and make recommendations for such to enable forward looking, contemporary and sustainable training programs
- Ensuring training and assessment for accredited training programs are delivered by individuals with required VET and Industry qualifications.
- Assisting trainers and assessors to maintain currency.
- Maintaining the integrity of approved accredited training and assessment materials.

Contribute to the Training Delivery by:

- Overseeing and provide expert advice to the Training Consultants to ensure the delivery and monitoring of high-quality training and assessments based on educational standards and adult learning principles.
- Contributing to marking of assessments and the evaluation of learning and key activities for other operational training programs.
- Ensuring training programs are delivered that meet any disability and cultural requirements or considerations.
- Developing and delivering training programs to staff as part of the corporate training calendar and operational priorities.
- Providing a consultancy service to departmental staff in relation to training and development.

Contribute to effective Learning Academy operations and the achievement of performance standards by:

- Reviewing and developing non-accredited training materials to ensure accuracy and relevant learning.
- For accredited training, actively participating in review and validation programs with VTEC-SA.
- Maintaining accurate and up-to-date records, training plans, training documentation, and learning materials.
- Contributing to planning and continuous improvement projects.
- Providing regular corporate reports on program outcomes and contributing to quarterly and annual and other reports as required.
- Actively participating in branch and divisional planning activities, service delivery and monitoring initiatives.
- Managing resources in accordance with departmental guidelines.
- Modelling professional standards.
- Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.
- Responsible for early notification and reporting of workplace hazards, incidents and injuries.

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QUALIFICATIONS

Essential: Current Certificate IV in Training & Assessment

Desirable:

- Certificate III in Correctional Practice
- Certificate IV in Correctional Practice
- Diploma in Training Design and Development or equivalent

NB. RTO Standards uphold that the delivery of ASQA accredited programs require trainers and assessors to hold the qualification being delivered along with currency of experience in the industry area.

PERSONAL CRITERIA**Essential Criteria**

- Extensive experience in delivering training and development programs across a complex and diverse organisation.
- Proven ability and experience in undertaking assessments of competency-based capabilities training programs in the classroom and in the workplace.
- High level written communication skills, interpersonal skills and the ability to develop co-operative working relationships with a range of stakeholders.
- High level computer skills including data bases, e-learning systems, and the production of training materials, including the development of online learning.
- Demonstrated ability to provide coaching and mentoring to program participants.
- High level ability to deliver and assess competencies from national training packages
- Ability to provide mentoring and supervision of project team members.
- Ability and experience working both autonomously and as a team member within a multidisciplinary work environment to achieve Learning Academy work objectives.
- Demonstrated commitment to the values and principles of adult learning and an understanding of competency-based training and assessment in line with the Standards for Registered Training Organisations (2015).

Desirable Criteria

- Knowledge and experience in the design and development of e-learning programs, including developing, delivering and assessing competency-based training.
- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure and the South Australian Justice system.