

Learn more about APM Positions

DES Learning and Development Coach

A DES Learning and Development (L&D) Coach is responsible for planning, coordinating, leading and coaching a team of consultants to ensure that a high level of ES service quality is maintained.

The L&D Coach will undertake a range of duties with a focus on enhancing performance against DEEWR and DSS requirements. The objective of this role is to ensure that the highest level of performance, quality service and compliance is achieved.

- ▶ Complete inductions and follow up for all new employees.
- ▶ Provide ongoing coaching and mentoring across all staff levels addressing service delivery, quality and training.
- ▶ Supply feedback and data for all monthly, 3 & 6 month milestone and annual performance reviews
- ▶ Develop and maintain competency based training programs and resources to ensure that consultants are able to efficiently and effectively deliver the services offered.
- ▶ Document all training data for reporting purposes.
- ▶ Ensures individual and team training is undertaken.
- ▶ Attends and participates in ES meetings.
- ▶ Participates in the development and implementation of service line training plans
- ▶ Provide regular feedback to the L&D team and liaison with the State Leader(s), Compliance and Audit Officer, Service Delivery Manager to keep up to date with developments in standards and processes.
- ▶ Performance, quality and compliance at site, region and state level.

