

Role Description

Role Title:	Education Coordinator (Food Services portfolio)
Organisation:	Mater Group
Service Stream/Division:	Mater Education
Department/Unit:	Practice Development
Date Created/Reviewed:	15/10/2018
Reports To:	Interprofessional Education Manager
Level of Accountability:	Team Leader

Role Purpose

- Support the Mater Education Interprofessional Education Manager in the planning, development, implementation and review of Mater Education's strategic direction and operational plans for Food Services to enable the Exceptional Every Time strategy.
- Initiate, plan, develop, implement and evaluate educational, and learning and development programs based on identified learning needs in consultation and collaboration with the Director - Dietetics and Food Services, Manager - Food Services, Interprofessional Education Manager and other identified stakeholders as required, to address identified learning needs across Food Services.

Behavioural Standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

Accountabilities

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table overleaf. Each Mater Person is held accountable for his or own behaviour, performance and development, and for contribution to five strategic objectives: Safety, Experience, Quality, Efficiency and Financial Viability. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability.

This role of is responsible for fulfilling the following accountabilities:

In this Role	
Role requirements	Is clear on the behaviour, tasks and accountabilities that are associated with the role, fulfils mandatory and professional competency requirements, contributes to own performance development planning, proactively seeks feedback, carries out individual development plan and actively contributes to own team/s
As a Mater Person	
Safety	Every decision and every action taken has safety as its guiding principle.
Experience	Consistently seeks to meet or exceed each and every person's service expectations, each and every time through the provision of differentiated customer service.
Quality	Consistently seeks to continuously improve the quality of our service, through contributing to delivering evidence based low variability healthcare
Efficiency	Seeks opportunities to deliver services for more people within existing resources, which mean being innovative and focussed, and demonstrating strong stewardship of our finite resources.
Future Viability	Consistently seeks to improve, innovate and evolve, through looking for new trends and opportunities which will ensure Mater can meet the challenges of the future by making sensible decisions today.

Role Specific Expectations

Service and Operational Outcomes

- Identify learning needs by developing, collating and analysing learning needs identification surveys, observation, staff and line manager interviews, review of evidence guidelines and Food Safety legislation, incident data and audit results.
- Initiate, plan, develop, implement, coordinate / deliver and evaluate education and training programs that are contemporary and evidence based to address identified learning needs across Food Services.
- Tailor education programs in accordance with adult learning principles and modalities best suited to the training material, target audience, situation and environment.
- Coordinate, deliver and evaluate Food Services orientation programs and resources for different staffing streams and levels.
- Develop and implement learning pathways and competency maps to facilitate professional development and competency amongst Food Services staff.
- Build team capability to enable mentorship and supervision within team environments.
- Collaborate with colleagues from Mater Health, Mater Education and Mater Research to support, deliver and coordinate education programs in line with broader Mater Group education and engagement strategies.
- Provide mentorship and support to Food Service Staff to facilitate localised problem solving, use of initiative and the implementation of quality improvement and research programs.
- Establish and maintain strong working partnerships with external and internal stakeholders and service providers.
- Actively partner with consumers of education to facilitate service and operational learning objectives that meet the needs of the Food Service Unit in alignment with Organisational imperatives.
- Incorporate Simulation Methodology in teaching strategies to enhance skill, knowledge and team work within an interprofessional environment.
- Observe and assess staff performance of food Service practices to evaluate efficiency, skills, abilities and attitudes toward patient care, identifying unsafe practice and providing constructive feedback.
- Establish, maintain and report on education outcomes, compliance and competency levels through robust documentation frameworks.
- Contribute to and foster a culture of unity within the Mater Education team and Education Community of Practice with a common goal in achieving optimal education outcomes.
- Provide technical skills training to staff within Food Services.

Financial Outcomes

- Partner with key stakeholders to ensure that orientation and training packages include relevant and accurate information to inform staff managing the financial performance of a unit/s.
- Contribute to strategic decision-making and identify strategic and operational opportunities for improved financial outcomes.
- Develop a process of robust evaluation to continuously seek out education efficiencies that do not compromise quality and safety.

Compliance and Risk

- Role model and contribute to the development of a continuous quality culture.
- Proactively seek opportunities for innovation and improvement in contemporary education practices.
- Provide support to enable staff to meet customer and service partner expectations and increase staff satisfaction.

- Manage compliance and risk in collaboration with Food Service Leaders by providing support to staff to meet mandatory and professional competency requirements.

Interprofessional Leadership

- In collaboration with Interprofessional Education Manager, Director Dietetics and Food Services and senior food Service staff set a clear strategic direction over a 12 month period, construct a clear education plan for work within a 1 year period in collaboration with other interprofessional key stakeholders and translate this into concrete education and evaluation objectives that align with the delivery of Mater's, Mater Food Services' and Mater Education's strategies.
- Effectively represent, negotiate with and influence colleagues and peers to catalyse and embed change.
- Effectively manage key relationships with peers and clients throughout Mater, service streams and functions.
- Collaborate in the development of educational governance and operational documents and provide staff with support in the develop and review of governance documents.
- Maintain clear direct line reporting relationships with Interprofessional Manager.
- Consult with Food Services Leads on a daily basis to determine specific education requirements to be addressed.
- Consult and/or report to Interprofessional Manager any request for task not in the scope of the role.

Performance and Accountability

- Work collaboratively with leaders to ensure learning and development needs of team members are clearly identified and actioned.
- Guide, coach and provide rapid, respectful, constructive feedback to team members in relation to their learning and development performance and behaviour. Address inappropriate behaviours with Food Services Leadership Team for action.
- Consistently and visibly assist Mater Leaders in the application of the Mater Accountability Framework to address inconsistencies in behaviour, practice or performance in order to role-model and strengthen Mater's cultural focus on accountability and feedback.

Qualifications

- Certificate IV in Training and Assessment or Education qualification
- Certificate III (or higher) in Food Services / Hospitality

Clinical / Technical Competencies

- Advanced written and oral communication skills.
- High level office and information systems management skills.
- High level communication and problem-solving skills.
- Proven ability to develop and provide training and assessment of educational activities to Food Services staff.
- Proven ability to schedule, monitor and report on mandatory and essential education for all Food Services staff.
- Confidence in escalating non-compliance of education requirements and adverse behaviours related to education provision.
- Ability to develop a training calendar for Food Services in collaboration with Mater wide training programs development.

- Ability to develop and assess Food Safety Program knowledge and skills to the appropriate level of comprehension to comply with legislation.
- Mandatory and essential learning training skills.
- Assessor skills.

Capabilities

Mater's Core Capabilities	Elements	Required proficiency for Role ¹				
		Foundation (Team Member)	Proficient (Team Leader)	Skilled (Manager)	Expert (Director)	Mastery (Executive)
Building high-performance interprofessional teams: Builds high performance interprofessional teams by developing talent and building trust	Vision and direction Implementation of strategy Interprofessional practice and education Team Leadership Team development Identifying and nurturing talent Building trust		✓			
Accountability: Role models respectful accountability, effectively holds self and others to account through constructive feedback and dialogue	Holding to account Feedback and dialogue Drive for results		✓			
Learning Agility: Is comfortable with complexity and ambiguity, rapidly learns and applies new skills and is successful in first time challenging situations	Comfort with ambiguity Applies learning to achieve success in challenging first-time situations Critical thinking		✓			
Enacting behavioural change: Skilled at enacting sustainable behavioural change in people (through workflows, habits and clinical practice) to achieve improvements	Influencing perception Generating emotional responses (tempered by rational responses) Shaping behavioural decision making Mobilising and sustaining behaviour change		✓			

¹ Proficiency descriptors

- **Foundation:** demonstrates application of capabilities for performing core requirements of the role **and**
- **Proficient:** demonstrates application of capabilities to others in team **and**
- **Skilled:** developed capability in others in a proactive and structured manner **and**
- **Expert:** mobilises collective capability across teams **and**
- **Mastery:** is a role model within and outside the organisation and expertise as a leader in field is sought out

