



Raise Foundation Position Description	
Title	Learning and Development Specialist
Version	November 2024

## Raise Foundation Overview

### Our Purpose, Mission, Vision, Impact

Raise significantly improves youth wellbeing by connecting trained and trusted mentors with every young person in Australia who needs one. Raise ensures young people thrive through adolescence, believe in themselves and others, and are equipped with tools for life.

### Raise Foundation Personality

We are passionate about our work and the benefits we create for our mentees, mentors, team members, partners and communities. We have six values that express our shared understanding of what we believe, how we behave, and what we aspire to as an organisation:

**Be Courageous** – we are imaginative, driven, progressive, confident

**Show Heart** – we are kind, passionate, sincere, empathetic

**Give Respect** – we believe in acceptance, equity, inclusivity

**Apply Integrity** – we operate with authenticity, accountability, transparency

**Bring Vitality** – we are positive, fun, energetic, inspiring

**Deliver Excellence** – we are evidence-based, responsive, consistent, experts in our industry

### Position Summary

The Learning and Development Specialist works collaboratively with the Learning and Development team and our wider teams to facilitate, coordinate and administer a range of learning and development initiatives for Raise Foundation.

### Reporting Structure

The Learning and Development Specialist reports to the Head of Learning and Development with support from the broader People and Culture team.

### Key Responsibilities and Outcomes

This is a highly engaging role that covers a broader range of learning and development related activities including:

#### Learning program design

- Develop, update and maintain interactive, engaging content (in person and online format for our signature mentor training program, rolled out to over 1,200 volunteers per year

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- Update and maintain interactive and engaging online refresher training content annually for our returning mentors
- Develop and maintain interactive and engaging in person or online content for other learning programs deployed to the Raise staff team and our Corporate Partners

#### Learning program facilitation

- Facilitate learning programs for Raise, including group mentor training (GMT) and internal training programs (including youth safety) for the Raise staff team and Raise Learning
- Partner with all Raise teams to develop learning programs aligned to strategic business and individual learning goals

#### Program coordination

- Support the Head of Learning and Development with the planning of learning and development programs delivered in person or online
- Partner with the Head of Learning and Development to provide advice, consult, design and deliver holistic offerings for staff and mentor development
- Assist with the development, delivery and maintenance of Raise's learning and development calendar
- Source innovative, cost-effective learning programs aligned to key outcomes for people development
- Design and deliver annual facilitator workshop – upskilling facilitators to ensure highest quality GMT in collaboration with Head of Learning and Development
- Facilitate continuous improvement of all Learning and Development training offerings by researching and best practice insights and implementing these where feasible

#### General support

- Coordinate the induction program for all new employees to Raise Foundation ensuring content is reviewed and updated frequently
- Support the Head of Learning and Development with presentations to the leadership team and other teams on training feedback, opportunity areas and changes training content
- Assist with general Learning and Development related queries (e.g. training proposals, enrolments into programs, requests for training)
- Coach and support GMT facilitators with screening and providing feedback to potential mentors post GMT regarding suitability

#### General behaviours

- Maintain confidentiality and set clear boundaries in line with Raise policies
- Operate within guidelines of Raise policies and procedures

#### Skills and Experience

- Relevant qualifications in a related field including Learning and Development, Human Resources or Organisational Development

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- Prior experience facilitating and delivering learning programs both in person and online
- Prior experience facilitating and delivering a range of leadership and management programs, including soft skills
- Excellent organisation and coordination skills
- Strong communication skills – written and verbal
- A high attention to detail
- The ability to prioritise and manage multiple tasks
- Dynamic, engaging facilitation style
- Strong initiative
- Ability to work unsupervised and in a team environment
- Prior experience with learning management systems, and other technical platforms (e.g. Microsoft Office Suite, Salesforce, Moodle)
- Experience as a Raise Mentor (ideal)
- Attend Raise Mentor Training and refresher training
- Ability to work in a complex and changing environment
- Completion of Raise selection process including Youth Safety Checks, must hold a current Working with Children (Employee) Check and National Crime Check

### Qualities and Personal Attributes

Ability to demonstrate and provide leadership for the following essential qualities and attributes:

- Genuine passion for supporting young people and commitment to our purpose, intent and aspiration
- Warm and polite approach
- Inspired by working in a rapidly evolving non-profit organisation with a strong growth vision
- Collaborative, inclusive and supportive working style
- Commitment to transparent, open, authentic communication

### Learning and Development Specialist Rights

Integrity and honesty

Support and clear direction from the Raise CEO and Executive Management Team

A safe environment, free from physical or verbal abuse

Clear guidelines on expectations through policies and procedures which are well communicated

Confidentiality, respect and professionalism

Flexibility and balance

Valued and accepted by Raise Foundation

### Youth Safe, Youth Friendly Organisation

Raise Foundation is committed to being a Youth Safe, Youth Friendly organisation and will, for all young people who come into contact with our programs, provide welcoming, safe and nurturing

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services for young people, work to prevent child abuse and neglect within our services, appropriately and immediately address child abuse and neglect if it occurs, and place the interests of any young person suffering from harm, or at risk of harm, above the interests of any other individual or the organisation.

**Key Performance Indicators (KPIs)**

The measurable outcomes for this role are as outlined in the detailed organisational KPIs and as agreed directly with your manager.

High Level Organisational Goals:

1. Deliver mentoring and training programs that have a significant impact
2. Expand that impact to more young people, organisations and communities
3. Ensure we do it sustainably