

Position Description	
Position title	Leader Learning and Development
Location	Darwin
Classification	SCHADS Industry Award - Level 5
Reports to	Deputy CEO
Positions under responsibility	Volunteers/Support Workers, as required
Hours	Permanent full-time: 38 hours per week
Date approved	May 2026

THE ORGANISATION

[Melaleuca Australia](#) is a nationally recognised specialist organisation supporting migrants, former refugees and multicultural communities through integrated [services](#) providing resettlement, family support, health and wellbeing and community development. Everything we do is in [partnership](#) with a network of individuals, community groups, government and non-government bodies to build sector capacity, close systemic gaps and strengthen social cohesion. We champion self-determination through various initiatives such as our social enterprise – [Mela Kulcha](#). Our [vision](#) is a world where everyone belongs.

THE ROLE

The Leader Learning and Development role works with the Deputy CEO (DCEO) to strategically implement and embed transformational learning and professional development across the organisation. The role incorporates community development principles with adult learning to ensure training is co-designed and tailored to community needs. Key aspects of the role include:

1. Coordinate and facilitate the Humanitarian Settlement Orientation Program.
2. With the Management Team, identify Professional Development Plans (PDP) for all staff and facilitate delivery and completion of these including Induction and Volunteer Training.
3. Assist Client Services staff in the writing and delivery of training and workshops to respond to contractual requirements, and requests from communities.
4. Deliver external stakeholder capacity building.

KEY RESPONSIBILITIES

Humanitarian Settlement Orientation Program

1. In compliance with Funding Contract, review, coordinate and deliver the Orientation Program.
2. Provide guidance and oversight to staff and volunteers who deliver Orientation Sessions to ensure it maintains a high standard of delivery
3. Utilise adult learning principles and trauma-informed frameworks to maximise the learning experience.
4. Ensure all administration and reporting associated with Orientation Program is completed in line with Contractual Guidelines.
5. Coordinate or delegate relevant logistics including room hire, crèche workers, food etc.
6. Provide relevant feedback to Settlement staff regarding concerns about clients as needed.

Staff Professional Development

1. With the Management Team, implement PDP for all Melaleuca staff containing essential and complementary training which recognises the individual needs of each role.
2. Monitor and track staff attendance to training in a single digital platform.
3. Identify suitable organisations to deliver the desired PDP packages within allocated annual budget.

4. Facilitate Induction for all new staff, volunteers and students including specialised induction for Bicultural Support Workers.
5. Coordinate integration of students across all areas of Melaleuca by liaising with relevant training organisations, completing required paperwork; and assigning them to relevant teams/staff.
6. Provide oversight and guidance to Bicultural Support Workers by way of group reflections, 1:1 catch ups, performance reviews, and monitoring of staffing budget.

Client Services

1. Using Trauma-Informed, Client-Centered and Strength-Based frameworks, support staff to design and deliver workshops as part of contractual requirements; and/or to respond to requests or spoken needs from communities.
2. As needed, deliver workshops to community groups.
3. Monitor and mentor staff in their delivery of workshops to ensure material delivered is relevant to the participants; delivery is innovative and engaging; content is accurate and best practice; and pre-and-post evaluations are completed (as required).
4. Co-design workshops with community groups to respond to their expressed needs.
5. Report critical incidents to Management Team to ensure effective strategies are deployed.
6. Contribute to the coordination of community events such as Refugee World Cup, Refugee Week, Harmony Day and participate in after-hours client events.

Stakeholder Capacity Building

1. Coordinate and deliver training for external organisations and agencies in alignment with Melaleuca's approved training schedule.
2. Explore strategic relationships with stakeholders that enables organic and place-based experiential learning with our clients.
3. Coordinate Melaleuca's portable panel as a sector learning platform with people with lived refugee experience.

Organisation Maintenance

1. Contribute as an active member of the Senior Leadership Team.
2. Embed a culture of active learning by demonstrating positive leadership to all staff across the organisation.
3. Contribute to required reports as requested by the Management Team or DCEO.
4. Work in line with Melaleuca's values and comply with the Values Charter "Being Melaleuca" and positively reflect the organisation at all times.
5. Comply with Melaleuca policies and procedures, always.
6. Comply with Melaleuca's commitment to safeguarding children. Melaleuca Australia is a child safe organisation and is committed to safeguarding children and young people. Melaleuca has zero tolerance for child abuse and will contribute to providing an environment in which all children and young people feel safe, supported and respected.
7. Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.
8. Participate in supervision and debriefing as required.
9. Actively contribute to the continuous quality improvement of the organisation.
10. Attend meetings, training, toolbox, team building and other client related forums that may occur outside of work hours, and as required by the organisation.
11. Work co-operatively and respectfully as a member of the Melaleuca team as well as with all clients and stakeholders, being mindful of the cultural and social influences that individuals and families may present.

12. You may be required to work across any other Melaleuca sites in line with your appointed role and/or skills.
13. Undertake other duties as required.

SELECTION CRITERIA

Essential:

1. Qualifications in education, training and assessment, and/or community development.
2. At least three years' experience in teaching/training
3. Experienced in developing and implementing innovative approaches to communicate sensitive issues in cross-cultural contexts using community development principles.
4. Experience in developing and delivering training workshops using a range of mediums for a diverse audience.
5. Excellent Project Management and reporting skills, with proven ability to complete projects and reports in a timely manner and to a high standard.
6. Ability to network, partner and maintain collaboration with external agents.

Desirable:

1. Tertiary or post-graduate qualification in teaching English as a second language (ESL)
2. Experience using translating and interpreting services.

Licences/clearances (essential):

1. Current valid Class C driver's licence
2. Current Police Clearance
3. Current valid NT Ochre Card (Working with Children clearance)

AGREEMENT TO THIS POSITION DESCRIPTION

Employee Name: _____

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____