



Position Description

Learning and Development Coordinator

Latest Revised Date: February 2025

pathways
ahakoa te aha

real
ahakoa te aha

About Pathways, Real and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment, and housing. Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational purpose of 'supporting people to live full lives; hopeful and connected to what matters', we're continuing to lead, innovate and pioneer new ways of working.

At Pathways we believe in upholding the articles of Te Tiriti o Waitangi and recognise it as the founding document of Aotearoa. We have a rautaki Māori. This is the platform that sets our expectations and approaches for addressing equity. The articles of Te Tiriti inform how we develop and design our kawa to ensure the mana of kaimahi, tāngata whai ora, taiohi and whānau remain upheld. Te reo Māori me ona tikanga influences our organisation. This means our practices, approaches, organisational rhythms and celebrations are informed by Māori tikanga.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our wairua or spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day. While mental health is our priority, total wellbeing is our goal. We work to strengthen whānau. We're all about hope, respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people & working with them to build resilience and protective factors. Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.

Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations, and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the Group.

Position

Reports to:	Business Operations Manager
Location:	Wellington
Purpose:	<p>In consultation with the Business Operations Manager and Workforce Development Lead you will oversee all aspects of the administration, scheduling and record keeping for all adult learning experiences across Pathways and Real (our youth services). This will include contributing to the development and evaluation of training workshops to ensure the delivery of high-quality learning experiences and the provision of reports and business intelligence as it relates to Learning and Development activities. You will assist with the development of blended and eLearning products and be assist with the operationalization of our electronic Learning Management System and training record. You will also assist in the coordination and provision of Learning Sets for those staff undertaking required qualifications. You will develop and maintain productive relationships with all internal and external stakeholders</p>
Relationships (Internal):	Chief Executive, Pathways Executive Assistant, Pathways Business Operations Unit, the Pathways Leadership Group, Regional Administrators and other Pathways and Wise Group employees including Wise Management Services People and Culture team
Relationships (External):	External suppliers, government and community agencies such as Careerforce and other key stakeholders

Ohia nui *Inspirational Purpose*

We support people to live full lives; hopeful and connected to what matters to them



Wairua

Spirit

Ahakoia te aha
Whatever it takes



Tūmanako tangata

Character Attributes

Aroha *Loving*
Whakahonohono *Connected*
Harikoa *Joyful*
Tika *Authentic*
Manako *Hopeful*
Māia *Courageous*
Māhorahora *Generous*
Pou Piripono *Reliable*



Mātāpono *Beliefs*

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainability influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

Wero nui

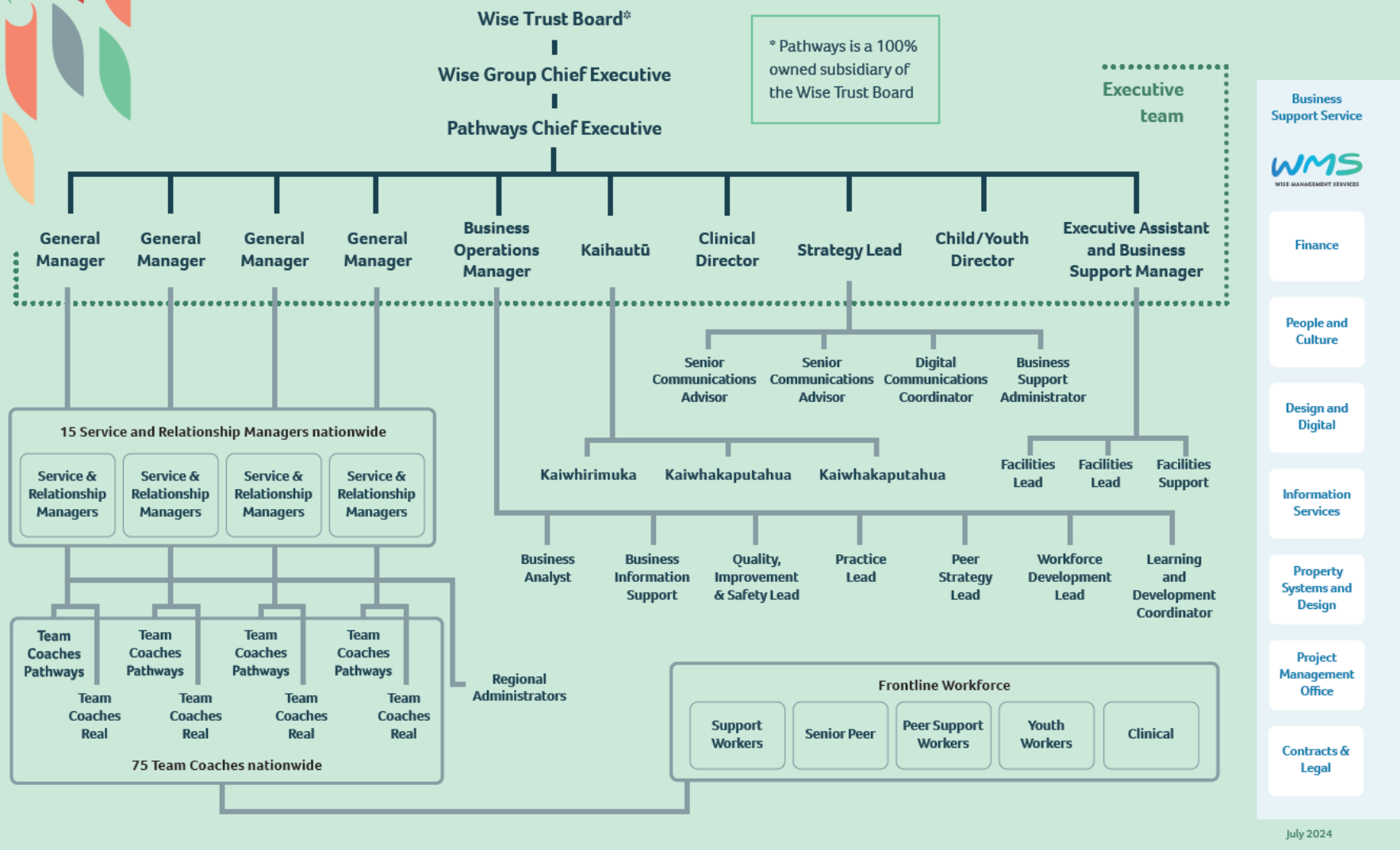
Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

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Pathways and Real leadership structure



July 2024

Requirements of the position

Focus	Activities	Outcomes
<p>Co-ordinate and perform administrative functions necessary to deliver and document learning and development programs and induction within Pathways and Real</p>	<ul style="list-style-type: none"> • Coordinate and manage Cornerstone, the learning management system for workshops. • Alongside the Workforce development lead, create the annual workshop calendar, enter this into Cornerstone, liaise with external facilitators, regional administrators to co-ordinate availability of resources. • Support the Workforce development lead in annual review of the training calendar. Co-ordinate regional meetings with leaders and administrators to review and plan for face to face workshops in regions. • Administer and monitor course bookings and be responsible for the promotion of virtual courses in order to ensure maximum uptake of training places. • Support regional administrators with monitoring face-to-face workshops in regions including promotion to ensure maximum attendance. • Oversee the Workshop resources, ensuring external facilitators have up to date information. • Ensure regional administrators have access to workshop resources for set up of regional workshops. • The principle of whakawhanautanga are evident through all learning and development experiences. • Provide support to the facilitators of the workshops both prior to the delivery and during delivery as required. 	<ul style="list-style-type: none"> • Annual workshop calendar is created by the end of the previous year, entered in Cornerstone and resources are readily available to those co-ordinating workshops in their regions. Training workshops are well coordinated and organised. • Learning and development activities across Pathways are well co-ordinated and attended. • Reports are produced and disseminated that assist the Pathways Executive to understand Learning and Development activities and outcomes. • Learning and development information systems are streamlined, efficient and well-utilised by the organisation. • Actively contributes to the development and implementation of effective continuous improvement processes that relate to Pathways learning and development systems.

	<ul style="list-style-type: none"> • Promote and market other learning and development activities and services to staff using multiple communication channels. • Manage relationships with external stakeholders including Careerforce, and external facilitators. • Produce accurate and timely reports on a scheduled and as required basis for the CEO, Pathways Executive Team and Business Operations Manager. • Document and contribute to business process improvements to ensure continued development of our business practices relating to learning and development • Work with members of Wise management services (WMS) to understand and document learning and development processes and systems at the interface between Pathways and WMS. • Keep learning and development information pages on The Well are up to date and advertise current learning opportunities through internal communications • Work with the Pathways Executive and the Business Operations Unit to ensure that Learning and Development information systems are optimised and followed. 	
<p>Provide effective administrative and coordination support to the Executive Assistant, others in the Executive and in the Business Operations Unit</p>	<ul style="list-style-type: none"> • Actively contribute to project work that relates to Learning and Development initiatives. • Provide central coordination for administrative processes that relate to the organisation of Pathways Learning and Development activities including the requisition of business cards. • Prepare accurate documentation as required to support the needs of the organisation. • Work with the EA to contribute to sustaining high 	<ul style="list-style-type: none"> • The administrative function supports all team members to complete their tasks to their best potential • Accurate and timely documentation requirements

	<p>performance of the Executive team.</p> <ul style="list-style-type: none"> • Work with the Business Operations Manager to assist the performance of the Business Operations Unit • Work with the Workforce Development Lead in the proofing and preparing of workforce development documentation including presentation material, workbooks, and case studies. 	
<p>Assist in the development of blended learning opportunities and eLearning</p>	<ul style="list-style-type: none"> • Assist with the transition of learning materials to Virtual learning options following evidenced best practice in relation to maximising impact from virtual and eLearning • Coordination of subject matter experts (SMEs) for the development of internal trainings, webinars, or video-based eLearning. • Design and coordinate the design of bespoke eLearning modules with the content from SMEs on electronic platforms such as Articulate, Rise360 or Grovo. Ensure these remain up-to-date and relevant. • Collaborate with Wise Management Services around the development of Group Wise eLearning. • Participate in the development of evaluation processes to understand impact and improvements to virtual and eLearning. Coordinate evaluative processes. 	<ul style="list-style-type: none"> • Pathways has a well-functioning and coordinated approach to virtual, eLearning and blended learning. • eLearning materials are a up-to-date, dynamic and engaging. • Impact of different learning approaches is understood and share within the Executive Team.
<p>Coordinate and manage applications and progress of staff completing required qualifications</p>	<ul style="list-style-type: none"> • Coordinate forms and ensure all application items are completed • Liaise with Careerforce and be a central communication point alongside the Workforce development lead. • Communications with individual learners and their team leaders re requirements, forms and ongoing support including, attendance at learning sets. • Submit completed forms to Careerforce and action any further items required. • Co-ordinate the National Learning Set for learners. Liaise with learning support leads who facilitate each session. Oversee the calendar of events including seeking speakers bimonthly. • Liaising with Learning Support Leads (LSL's) around learner progress • Work with business support to create/ improve data to support changing 	<ul style="list-style-type: none"> • Staff completing the National Certificate in Health and Wellbeing or in Peer Support are enrolled in a timely and seamless way. • Progress reports are shared with key personal so that appropriate supportive responses are delivered • People are well supported to achieve their qualifications • Pathways receives all grant payments entitled

	<p>information requirements.</p> <ul style="list-style-type: none"> • Keep track of, Review and update business intelligence information for leaders regarding enrolments, progress and completion of qualifications in their regions. • Ensure business information is shared with regional leaders quarterly. • Invoice and grant payment tracking and processing • Assist with organisation of graduation events 	
Be your very best	<ul style="list-style-type: none"> • Plan and attend regular uninterrupted times to meet with your manager to review your 90-day plan and seek feedback on performance. • Actively develop personal leadership skills. • Develop a learning and personal development plan with your manager and implement this plan as agreed. • Share knowledge gained from professional development experiences. • Role model a healthy lifestyle. 	<ul style="list-style-type: none"> • You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement. • Your skills are current, and your innate curiosity means that you are always seeking new learning opportunities. • You demonstrate behaviour that is consistent with equitable practices.
Think and Act as One	<ul style="list-style-type: none"> • Participate in creating a culture of think and act as one. • Actively participate in and contribute to national leadership forums and regional meetings. • Always represent Pathways and the Wise Group in a professional manner. • Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges. • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards 	<ul style="list-style-type: none"> • The Wise Group-based services feel connected to each other's work and each other. • You are highly regarded nationally for your contribution to the organisation. • The service continually repositions itself to meet perceived future needs. • Projects and tasks are completed within agreed timeframes to agreed standards.
Be committed to safety and wellness in the workplace	<ul style="list-style-type: none"> • Take responsibility for personal wellbeing and health management within the workplace. • Comply with legal obligations and safety and wellbeing policies and procedures. • Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure. 	<ul style="list-style-type: none"> • Work practices are safe for self and others. • Policies and procedures are understood and followed as designed. • All safety and wellbeing reportable events are accurately reported within specified timeframes.

	<ul style="list-style-type: none"> • Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table. 	
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Accountabilities

Authority	<ul style="list-style-type: none"> • The role operates within practices and procedures covered by functional precedents and policies, and managerial direction. • Financial delegation – \$5000 financial delegation authority for the external facilitator invoicing
Direct Reports	<ul style="list-style-type: none"> • None

Know how

Essential

Preferred

Practical and Technical Knowledge	<ul style="list-style-type: none"> • Advanced knowledge of Microsoft Office suite, including Outlook, Word, PowerPoint, Excel and Publisher. • Aptitude for using new and emergent technologies (database infrastructure, learning management systems and Human Resource Information Systems) • Ability to learn and use eLearning development software. • Ability to communicate with multiple stakeholders across multiple systems and organisations. • Experience in the development of virtual or blended learning programmes. • Sharepoint Knowledge 	<ul style="list-style-type: none"> • Work experience in a similar role in the health sector • Knowledge of administrative practices and procedures • Relevant qualification in adult education or related area • Experience using Articulate or similar e-learning software • CANVA design programme preferred
Experience	<ul style="list-style-type: none"> • Proven experience in an administrative position • Project coordination experience 	<ul style="list-style-type: none"> • Knowledge of mental health and NGO sector development • Knowledge of adult learning processes