

Position Description

Position Title:	Capability Lead
Team:	People Team
Reporting to:	Director People
Employment Status:	Fixed term

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We improve housing outcomes by leveraging our culture, partnerships, experience and our approach to innovation to create secure, sustainable homes and facilitate support and choice for people to positively engage in their community.

We believe that affordable housing is the foundation on which to build a life of value but that a good life takes more than just housing – a good life takes place in a community. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Position overview

Unison's People Team acts as a trusted partner across all departments to deliver strategic people experience and programs. The People Team ensures everyone's voice is heard at Executive levels, champions change and supports and empowers our people towards high performance.

Through partnership with leaders and subject matter experts, the Capability Lead ensures employees have the knowledge, confidence and tools to provide high quality services to Unison's renters and communities. Reporting to the Director People, the Capability Lead coordinates the delivery of Unison's graduate, training and induction programs, working closely with external program facilitators and internal teams to provide staff and graduates with successful and supported career development at Unison.

Position responsibilities

- Delivery of a positive graduate experience throughout the journey from onboarding, technical learning, rotations and through to program offboarding.
- Together with Team Leaders and Managers, execute the graduate program, acting as the main point of support, coordination and communication for graduates to ensure they get the most out of their Unison experience.
- Deliver and coordinate an annual organisational training calendar aligned to Unison's operational priorities, compliance requirements and staff development needs.

- Deliver a consistent, engaging and values-aligned induction training program to new starters commencing in the Housing and Homelessness Teams
- Partner with Team Leaders to ensure local onboarding is structured, timely and supportive.
- Work collaboratively across Housing and Homelessness Teams and the People Team to understand skill gaps, workforce capability needs and operational priorities.
- Develop clear, accessible training materials and content tailored to different staff groups
- Coordinate logistics for training programs including scheduling, enrolments, communications, attendance tracking and evaluation.
- Make recommendations for program updates to the Director People and Team Managers that ensures training content is high-quality and accurate.
- Promote and model Unison's values and Code of Conduct in all interactions with colleagues, renters, clients and the broader community.
- Be flexible and undertake any other duties as reasonably directed.

Key selection criteria

- Relevant experience and knowledge in the community housing sector and renter-facing service delivery.
- Ability to coordinate and deliver workplace training programs in community services, housing, not-for-profit or similar environments.
- Ability to develop training materials, content and managing multiple learning programs simultaneously, adapting to diverse learning needs.
- Highly organised, with excellent planning and prioritisation skills with the ability to manage multiple priorities, stakeholders, and deadlines.
- Strong attention to detail in record-keeping and program coordination.
- Excellent written and verbal communication skills.
- Experience working in a diverse environment with teams located in alternative locations.
- Proven track record of providing outstanding customer service to internal and external stakeholders.
- Proactive, self-driven, and resilient, with a passion for coaching and developing others.

Desirable

- Certification in training, learning and development, facilitation or equivalent.

Safety and wellbeing

Staff may be required to interact with Unison's tenants and members of the public across Unison's locations in emotionally heightened situations, and therefore need to represent Unison professionally and calmly, and apply safe work practices outlined in Unison's safety and wellbeing policies and procedures.

Smoking, vaping, e-cigarettes, alcohol or illicit drugs are not permitted to be consumed on any of Unison's premises by staff.

Employment conditions

All staff must be able to perform their duties in varying conditions and locations across Unison's sites.

Unison is committed to protecting children and vulnerable people who have contact with our service. It's an inherent requirement of employment for all staff to have a current Working With Children Check and relevant, clear Police Check.

Equal employment opportunity

Unison is committed to creating a safe, inclusive and supportive workplace that reflects the community we serve. People who may be Aboriginal and/or Torres Strait Islander, are culturally, linguistically, LGBTIQ+, age, gender or ability diverse, or have a disability, are encouraged to apply for positions at Unison as part of our Reconciliation Action Plan and Diversity and Inclusion Strategy.