



wa council of
social service

Western Australian Council of Social Service Inc Position Description

Position Title	Senior Training and Project Officer, WA Digital Inclusion Project
Classification Level	WACOSS Staff Agreement 2024 Salary Scale – Level 4.1 <i>Full time fixed term until December 31 2026</i>
Salary	\$110,036.47 pro rata p/a plus Statutory superannuation contributions.
FTE	This is a full-time position; applications for part time (0.8-0.9FTE) will be considered.
Reporting line (operational)	Training and Partnerships Lead, WA Digital Inclusion Project

ORGANISATIONAL CONTEXT:

The Western Australian Council of Social Service is the peak body of community service organisations and individuals in Western Australia. WACOSS stands for an inclusive, just and equitable society. We advocate for social and economic change to improve the wellbeing of Western Australians and to strengthen the community services sector that supports them. WACOSS is part of a national network consisting of ACOSS and the State and Territory Councils of Social Service, who assist people on low incomes and experiencing disadvantage Australia wide.

KEY PURPOSE:

The [WA Digital Inclusion Project \(WADIP\)](#) works to ensure all Western Australians can confidently, safely and affordably access and use digital technology. Through collaboration with communities and cross-sector partners, the project builds capability, strengthens local solutions and removes barriers to digital participation. WADIP aims to build resilience across regional and remote communities.

This role will develop and deliver training programs, support the rollout of the next phase of the CRC Champions program and coordinate initiatives that support digital inclusion efforts across WA.

This position focuses on:

- **Regional and remote training development and delivery**, created collaboratively and tailored to the needs of individual communities, project partners and CRCs, using trauma informed and culturally responsive approaches.
- **Community, partner and CRC engagement** to drive digital inclusion, including relationship building, supporting local Champions, facilitating participation in training and strengthening local capability.
- Alongside **supporting broader digital inclusion initiatives** of the WA Digital Inclusion Project, including project coordination, resource development, evaluation activities, and contributing to strategies that scale digital capability across Western Australia.

KEY RESPONSIBILITIES	
Training implementation and delivery	<ul style="list-style-type: none"> • Design and deliver training programs in regional and remote WA, applying trauma-informed and culturally responsive principles. • Tailor training approaches for diverse contexts (including train-the-trainer, community conversations, professional development for partners, and communities experiencing marginalisation). • Develop and maintain online training resources and toolkits for project partners and community members. • Collaborate with partners, community service organisations and community members to expand regional participation and build local capability. • Support project Champions with mentoring, resources and ongoing engagement. • Coordinate with WACOSS team members to identify opportunities for regional travel and engagement activities to enhance project and WACOSS regional impact. • Critically assess and analyse existing training content related to digital skills, and incorporate its potential use in training and support for partners and communities.
Project management and support	<ul style="list-style-type: none"> • Manage timelines, deliverables, and reporting for regional and other project initiatives • Contribute to monitoring, developmental evaluation and continuous improvement processes. • Support scaling strategies for digital inclusion across Western Australia.
Sector engagement	<ul style="list-style-type: none"> • Build and maintain strong relationships with regional stakeholders, including CRCs, community organisations and local Champions. • Consult on training needs and adapt programs to emerging priorities. • Facilitate or participate in WADIP-led • Represent WACOSS and WADIP in regional forums, meetings and collaborative networks when appropriate.
Innovation and Sustainability	<ul style="list-style-type: none"> • Identify opportunities for co-design and innovation in training delivery • Develop strategies for long-term sustainability of regional programs.
WACOSS	<ul style="list-style-type: none"> • Participate in team meetings, the development of strategic and operational plans and other internal processes as required. • Take reasonable care for own safety and health at work and uphold the practices, policies and required behaviours to support the safety and wellbeing of others. • Demonstrate commitment to WACOSS Mission, Purpose and Values.
Other duties	<ul style="list-style-type: none"> • Other tasks as appropriate, relevant and directed

SELECTION CRITERIA:

Experience and knowledge

Training and project:

- Relevant qualifications and/or experience training within the community/social services sector context including people from marginalised backgrounds.
- Considerable experience identifying and assessing training needs at individual, organisation and sector level.
- Experience in developing and delivering training activities to support community services staff and clients.

Context:

- Knowledge of the community service sector and an understanding of the barriers to digital participation faced by marginalised groups.
- Relevant experience working with regional, remote and Aboriginal and Torres Strait Islander Communities.

Attributes and skills

- Highly developed analytical and critical thinking skills, including the ability to assess, research, and propose evidence-based solutions in the development, delivery, and tailoring of training to diverse audiences and project approaches.
- Outstanding interpersonal and presentation skills, with the ability to deliver learning material to a high standard with an understanding of trauma informed principles.
- Ability to work independently with minimal direction/supervision while being accountable for measuring and tracking against targets
- Demonstrated good judgement, working in a fast-paced and changing project environment.
- Proficient technology skills including the MS Office suite (particularly Word, Excel, PowerPoint and Teams) and ability to identify, access and use online services.
- A flexible, solutions-oriented, and collaborative approach to work including ability to readily adapt to change within a project context

Other

- Current Police Clearance and WA driver's licence.
- Ability to travel regularly (up to 2-3 times per month).

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.