

POSITION DESCRIPTION

Cancer Council Australia is the leading national non-government cancer control organisation. We develop and promote independent, evidence-based policy and information on cancer prevention, detection, treatment and care. We support our members, the eight state and territory Cancer Councils, to: undertake and fund cancer research; prevent and control cancer; and provide information and support for people affected by cancer.

JOB TITLE:	Training and Development Specialist, National Cancer Navigation Service	DIVISION:	National Cancer Navigation Service
LOCATION:	Sydney	STATUS:	Fixed term contract until 30 June 2027
REPORTS TO:	National Quality and Program Improvement Lead	HOURS:	Full time
AWARD:	Insert specify award:	AWARD: <input checked="" type="checkbox"/> YES	AWARD: <input type="checkbox"/> NO
POSITION NO:	CCA-EXE-20-2026	LAST UPDATED:	April 26

Organisational context

As Australia's leading cancer charity, Cancer Council unites the community, provides support, invests in research and saves lives. We are proud to work across all stages of the cancer journey from prevention to end of life.

Cancer Council Australia's (CCA) key strategic priority areas are research, prevention, support, policy, advocacy and sustainability.

The Cancer Navigation Service ("the Service") is a key component of the Australian Government's Australian Cancer Nursing and Navigation Program (ACNNP). This national initiative is enhancing and expanding Cancer Council's existing information and support services to provide more timely, equitable, and culturally safe access to information, navigation, and support for anyone impacted by cancer. The project aims to integrate, strengthen, and digitalise navigation pathways, offering new ways for people to connect with support that best meets their needs now and into the future.

CCA has now stood up the Navigation project ("the Program"), to now design, build and deliver the Service the behalf of the Cancer Council Federation (the Federation).

Purpose of the Role

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The Training and Development Specialist is responsible for designing, coordinating, delivering and evaluating learning solutions that build workforce capability and support adoption of new tools, processes and ways of working across the National Cancer Navigation Service.

Working as part of the program’s quality function, this role helps prepare staff, leaders and service teams across the Federation for a smooth transition to new ways of working for each release of the CCA Navigation Service. The role ensures training is practical, role-based, aligned to service priorities, and responsive to the needs of a federated operating environment.

Scope

This role supports workforce readiness and capability development for the National Cancer Navigation Service by:

- assessing learning needs across national and jurisdictional contexts
- developing and maintaining fit-for-purpose learning materials and resources
- supporting delivery of training across multiple releases and implementation phases
- working with subject matter experts, operational leaders and program leads to translate service and process change into effective learning
- contributing to consistent, culturally safe, trauma-informed and inclusive practice across the Federation
- evaluating learning effectiveness and using feedback and data to improve training approaches over time

The role works at both strategic and operational levels to support implementation, consistency and continuous improvement.

Key Responsibilities

Training Assessment and Planning

- Assess learning and capability needs in collaboration with the Change Manager, program leads, operational leaders, service leads and state-based stakeholders.
- Develop training plans aligned to program milestones, release activities, service priorities and workforce readiness needs.
- Identify training impacts arising from new systems, processes, tools, content and service ways of working.
- Coordinate training schedules, logistics and supporting resources for national delivery across jurisdictions.
- Engage with State and Territory Cancer Council Learning and Development teams to ensure alignment with local requirements and broader organisational learning practices.

Design and Development

- Design, develop and maintain high-quality training materials, including facilitator guides, learner guides, presentations, quick reference guides, process guidance, eLearning content and other support resources.
- Translate complex service, process and system changes into clear, practical and engaging learning experiences.
- Ensure training content aligns with program objectives, service standards, quality requirements and approved future-state processes.

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- Embed inclusive, culturally safe, trauma-informed and accessible learning principles in all training design.
- Work with subject matter experts and program stream leads to validate the accuracy, relevance and usability of training materials.
- Maintain version control and governance for training materials as the program evolves.

Delivery and Facilitation

- Deliver training using a range of methods suited to audience needs, including virtual sessions, facilitated workshops, demonstrations, self-directed learning and blended learning approaches.
- Adapt delivery style and content to suit different learner groups, levels of readiness and jurisdictional contexts.
- Create a supportive learning environment that encourages confidence, participation and psychological safety.
- Support onboarding and just-in-time learning for new and existing staff as required through implementation phases.
- Coordinate external learning providers if required and ensure quality and consistency of delivery.

Readiness, Adoption and Reinforcement

- Work with the Change Manager and program team to support workforce readiness for implementation and go-live activities.
- Contribute to identification of training-related risks, gaps, dependencies and mitigation actions.
- Support leaders and teams with practical tools to embed learning into day-to-day practice.
- Monitor training participation, completion, learner feedback and other indicators of adoption and capability uplift.
- Use evaluation findings, feedback and operational insights to improve training design, delivery and reinforcement strategies.

Collaboration and Continuous Improvement

- Build strong working relationships with national and jurisdictional stakeholders across the Federation.
- Work closely with change, communications, service delivery, quality and digital/program leads to ensure training is integrated with broader implementation activity.
- Foster a culture of learning, reflection and continuous improvement across the navigation workforce.
- Contribute to program reporting as required, including training progress, risks, outcomes and improvement opportunities.

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Position in the Organisation

- **Reports to:**
Quality and Reporting Manager
- **Works closely with:**
Practice and Assurance Manager, Service Delivery Leads, Change Manager, Change Analysts, State and Territory operational leaders, State Cancer Council L&D teams, subject matter experts, program stream leads, and communications/change team members
- **Direct reports:**
None

Capabilities and Attributes

- Demonstrated expertise in instructional design, adult learning principles and blended learning delivery.
- Experience designing and delivering training in complex program, service or transformation environments.
- Ability to translate business, service or system change into effective and practical learning solutions.
- Strong facilitation, communication and stakeholder engagement skills across diverse audiences and jurisdictions.
- Ability to assess learning needs, evaluate training effectiveness and use insights to improve outcomes.
- Proficiency in digital learning tools, virtual facilitation platforms and training administration.
- Strong planning and coordination skills, with the ability to manage multiple priorities and deliver within constrained timeframes.
- Experience working collaboratively with +
- subject matter experts, operational leaders and cross-functional teams.
- Commitment to cultural safety, inclusive practice, accessibility and trauma-informed approaches to learning.
Demonstrated commitment to embedding First Nations and equity-focused principles into learning design and delivery.
- Ability to coach and support teams to embed learning into practice.
- Adaptability, sound judgement and the ability to work effectively in an evolving and federated environment.

APPROVED BY:

CEO

Date: April 2026

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