POSITION DESCRIPTION – Alfred Health

DATE REVISED:

POSITION: eLearning Systems Administrator & Developer

AWARD/AGREEMENT: Management and Admin Officer

CLASSIFICATION TITLE: HS4

DEPARTMENT/UNIT: Alfred Health Centre for Innovation (AHCI)

DIVISION: People & Culture

ACCOUNTABLE TO: Learning Systems Lead

Alfred Health

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

Our Purpose

To improve the lives of our patients and their families, our communities and humanity.

Our Beliefs

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do.
- Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the measure we work to everyday. Through research and education we set new standards for tomorrow.
- We work together. We all play vital roles in a team that achieves extraordinary results.
- We share ideas and demonstrate behaviours that inspire others to follow.
Department

**Alfred Health Centre for Innovation** (AHCI) formerly the Australian Centre for Health Innovation (CHI) is focused on advancing excellence in education and solving persistent healthcare problems. AHCI facilitates collaborations and partnerships, in health and industry to build the capability of the Alfred Health’s workforce today and deliver innovative solutions.

AHCI has several functions, the delivery of undergraduate programs for future health professionals, co-design of events and programs for Alfred Health teams and consultation to leaders and teams on innovations in education and finding new ways to tackle health care problems. The dynamic inter-professional team facilitates collaboration across internal departments and with external agencies to develop new models of education and co-design and implement system improvements, design learning platforms that supports structures such as simulation and eLearning modalities, develop eHealth solutions, and embed the science of human factors.

AHCI leverages Alfred Health’s collective knowledge of quality improvement, clinical expertise, system design, and innovation methodology to tackle common problems utilising the technology test bed, the simulation facilities with human factors practices to test and refine solutions.

**Position Summary**

Working under the Learning Systems Lead, the eLearning Systems Administrator and Developer is responsible for managing the day to day technical support for the Learning Management System (LMS) across Alfred Health including first and second level support for staff accounts, assistance with content development, accessing and using online content and data reporting.

**Duties and Responsibilities**

**Systems Support**

- Perform 1st and 2nd level technical support tasks as they are logged through the helpdesk and directed by the Learning Systems Lead
- Take the role of maintaining and documenting technical processes and procedures
- Work with stakeholders to maintain data currency and accuracy of feeds going into and out of the LMS
- Perform general maintenance tasks for the LMS
- In collaboration with the Learning Systems Lead test, plan and implement LMS upgrades
- Manage and/or contribute to project work as required
- Co-ordinate and maintain the helpdesk service, prioritise and allocate work
- Monitor job response times and issue themes from helpdesk, and ensure key performance indicators are met
- Provide good customer service, communicating with staff in both verbal and written forms
- Work with managers and vendors to problem solve issues as they arise
- Proactively facilitate innovative improvements with the LMS
- Provide training to staff in use of the LMS
- Any other tasks as necessary and appropriate, as directed by the Learning Systems Lead

**eLearning Development**

- Create storyboards to map learning content and illustrate how course objectives will be met
- Apply instructional design theories to design and develop dynamic and bespoke eLearning courses
- Exercise your creativity using film production, animation and digital media incorporating engaging storytelling
- Work with key internal stakeholders to meet training needs including support for content development and course access
- Support educational staff in the development of online eLearning packages
Professional Development

- Commit to on-going professional development
- Maintain own competence in LMS and eLearning developments
- Keep updated on best practices by attending in-services and conferences

Quality, Safety, Risk and Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

Other Requirements for all Alfred Health Staff:

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

Key Capabilities:

- Strong commitment to internal customer service
- A firm but fair approach to negotiations with employees and managers
- A conciliatory approach to solving problems
- Resilience and confidence
- Accurate information and advice
- Unquestionable ethics and honesty
- Critical thinking and ability to problem solve
- Able to self-manage and prioritise workload

Qualifications/Experience Required

Essential:

- Demonstrated knowledge and experience in supporting LMS technologies including Moodle and Totara
- Demonstrated knowledge and skill in technical support of LMS platforms including enrolment, audience creation and course creation
- Demonstrated knowledge and experience in using Articulate Storyline 360, Storyline and Rise
• High level of professional presentation skills
• Demonstrated ability to manage and prioritise competing tasks, own time and resources
• High level of communication, interpersonal and stakeholder relationship skills and the ability to collaborate with various disciplines
• IT qualifications and eLearning industry training
• Experience with implementing technology to support effective teaching and learning practice to effect quality learning outcomes
• Experience in web programming and eLearning education content development
• Excellent verbal and written communication
• Ability to work both independently and within a team environment

Desirable:

• Familiarisation with Abode Suite for multimedia development
• Familiarisation with Active Directory and Success Factors/SAP
• A good understanding of HTML5

Position Description authorised by: Director, Learning & Innovation

Date: 13/03/20