POSITION DESCRIPTION – Alfred Health

Date revised: 5 February 2021

POSITION: Instructional Designer

AWARD/AGREEMENT: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: Management and Administrative Officers Grade 4 (HS4)

DEPARTMENT/DIVISION: Clinical Information Systems / Information Development Division

ACCOUNTABLE TO: IDD Learning and Development Manager

DIRECT REPORTS: None

WORKS IN COLLABORATION WITH: Technology Specialist, eLearning Systems Administrator and Developer, IDD staff, Alfred Health staff, education external stakeholders

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 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 standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow
INFORMATION DEVELOPMENT DIVISION

The Information Development Division is responsible for enabling clinical staff to deliver timely, quality care to our patients and carers, through innovative use of information technologies, and strategic management of information and data across the organisation.

The division manages:
- Information technology infrastructure, procurement, delivery, security and support
- Electronic Medical Record design, development and support, including the electronic Timely Quality Care Program
- General applications support
- Data Governance and security

POSITION SUMMARY

To contribute to the delivery of a world-class hospital service, the primary purpose of this role is to
- Consult and guide internal subject matter experts and stakeholders to design, develop, implement, and evaluate effective, innovative and exceptional quality online content
- Support Alfred Health employees via a variety of modalities (including email, phone, remote desktop, in person) to troubleshoot and resolve their online content, and learning management system issues in a timely manner

KEY RESPONSIBILITIES

- Collaborate with subject matter experts and stakeholders across the organisation to conduct learning needs analysis
- Understand and contribute to the learning and development lifecycle to design and deliver engaging and innovative online content using adult learning principles and instructional design evidence-based methodologies
- Develop online content using authoring tool Articulate 360, primarily Articulate Storyline and Articulate Rise and implement in Alfred Health’s Learning Management System (Totara)
- Troubleshoot Learning Management System (Totara) issues that relate specifically to the delivery of online content
- Work concurrently on multiple projects to produce and deliver high quality products within an approved timeframe
- Communicate ideas for the improvement of online content creation and learner engagement
- Interpret subject matter and stakeholder requirements in relation to the design and development of online content and make recommendations and design choices to meet requirements
- Maintain version control of all online content and supportive documentation
Learning:

Needs Analysis
- Conduct learning needs analyses with subject matter experts and stakeholders to determine learning objectives, expected future state behaviour and the most appropriate delivery methods to meet participant needs and deliver positive learning outcomes; primarily with eLearning modalities
- Actively approach, develop and maintain partnerships with team members, employees and external stakeholders to provide a high level of customer service and advice

Instructional Design
- Design, develop and implement online content using andragogic and pedagogic instructional design methods of adult learning delivery aligned with the 70:20:10 learning approach
- Create supportive learning materials in the development of online content e.g. storyboards, checklists, workflow mapping to inform workflow-based integrated scenarios, formative and summative assessments
- Provide innovative online solutions on subject matter including clinical, corporate, behavioural, compliance, process/workflow, and technical systems

Evaluation
- Evaluate learners with methods aligned with Kirkpatrick’s Evaluation model (reaction, behaviour, knowledge and results) including performance, confidence, likelihood to apply skills and satisfaction
- Evaluate and analyse learning and development programs to determine achievement of objectives, business need, learner feedback, and program improvements
- Evaluate learning materials to maximise learner outcomes by ensuring relevance, currency, and effectiveness

Learning Management System Support
- Support staff with their queries about online content hosted on the Learning Management System (Totara)
- Use Alfred Health’s incident management system to record, track, update, reassign and resolve incidents
- Learn Alfred Health’s Learning Management System (Totara) and be able to create, publish, and troubleshoot online content

Communication:
- Engage and partner with other Education teams at Alfred Health to foster relationships, share and contribute to clinical education content
- Contribute to the development and documentation of user guides and standard operating procedures
- Demonstrate relevant eLearning functionality to user groups or forums
Standards and Process Improvement

- Apply project management methodology, templates and communication when appropriate to articulate learning objectives, scope, outputs, audience, stakeholders, benefits, evaluation methods, and resources (including costs) of relevant work items and projects
- Participate in the development of relevant policy and guidelines, IDD processes, and standards and templates for all activities
- Ensure documentation repository is maintained and current
- Ensure compliance to the documented policy, procedures and standards
- Periodically, and no less than on a six-monthly basis, participate in the review of any or all of the above with the objective to deliver an improved outcome
- Participate in the maintenance of key performance indicators to demonstrate improvements

QUALIFICATIONS/EXPERIENCE REQUIRED

Education and Certification:

- Undergraduate qualification in healthcare, education, or an equivalent stream
- Certificate IV in Training and Assessment or equivalent work experience
- Certification in eLearning Instructional Design or equivalent work experience in designing, developing, facilitating and evaluating eLearning programs

Knowledge & Experience:

Essential:

- Strong work ethic and positive, effective team player willing to work in a team environment that celebrates and appreciates differences in approach while being aligned to a common goal
- Excellent ability to work effectively with, and develop and maintain good relationships with team members, senior managers, clinical and other healthcare staff
- Demonstrated knowledge and experience in working with LMS technologies including Totara
- 3-5 years of demonstrable experience, knowledge and skill in instructional design and developing eLearning content for adult audiences
- Experience with Articulate 360 suite, especially Articulate Storyline (including variables, triggers and results slide functionality), Articulate Rise and other authoring tools
- Experience with video editing and audio production including narration, especially using Camtasia
- Experience in developing learning needs analyses and storyboards for the delivery of learning pathways, branching scenarios, and experiential ‘learn by doing’ design methods
- Demonstrable computer-based skills using Microsoft applications such as PowerPoint, Excel, Word, SharePoint, Teams, and Remote Desktop
- Demonstrated ability to manage and prioritise competing tasks, own time and resources
- Professional and supportive oral and written communication skills with a high level of interpersonal and stakeholder relationship skills and the ability to collaborate with staff in various disciplines

Desirable:

- Background in health education
- Familiarity with Adobe products such as Adobe Photoshop, Adobe Illustrator, Adobe Audition
Values consistent with those of Alfred Health, which are:

- Caring and responding to our patients
- Creative
- Encouraging and achieving excellence, continual learning and improvement in a changing environment
- Working in partnership and co-operation
- Being responsible and accountable for the services we provide
- Achievement through teamwork
- Treating people with integrity, in a friendly, trusting and respectful manner and environment

In this position, you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

Position Description authorised by:

Mark Firth

IDD Learning and Development Manager

Katrina Neave

Clinical Informatics and Change Manager

Date: 5 February 2021