

## POSITION DESCRIPTION

<b>Position Title:</b>	Online Learning Experience Coordinator
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010: Level: 4
<b>Location:</b>	Gold Coast
<b>Employer:</b>	Bravehearts
<b>Terms:</b>	Permanent, Full-time (38 hours per week)
<b>Reports to:</b>	National Child Protection Training Manager



### **Our Vision**

To make Australia the safest place in the world to raise a child.

### **Mission Statement**

To prevent child sexual assault in our society.

### **Guiding Principles**

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

### **Guiding Values**

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

### **PURPOSE OF POSITION:**

The Online Learning Experience Coordinator will coordinate Bravehearts' online Learning Management Systems (LMS) and related products and services. This includes providing technical support to internal and external stakeholders who access the web based platforms and ensuring the continuity of services. The Coordinator will also assist with the advancement of Bravehearts' Education and Training programs by developing and enhancing leading and best practice educational experiences for children, young people and adults.

### **Term of Appointment:**

Permanent Full-Time

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

#### **Reporting Relationships**

The Online Learning Experience Coordinator reports to the National Child Protection Training Manager. The role will also take direction from and provide support to the National Education Manager.

#### **Key Areas of Responsibility**

##### **LMS Administration**

The role is responsible for the efficient operation of each LMS. This includes:

- Supporting content writers with technical features of the LMS to provide engaging learning experiences.
- Liaising directly with the Education Coordinator and Training Administrator to ensure online learning components of contracts are delivered.
- Registering new learner accounts and deploying courses to learners.
- Managing communications with learners via email and the LMS.
- Preparation of reports for internal and external stakeholders.
- Maintaining features of the LMS websites including shopping cart and other website content.

## **Technical Support**

The Online Learning Coordinator is also responsible for the technical integrity and continuity of the LMS platforms. This involves:

- Maintaining regular and thorough status testing of all LMS functions.
- Providing responsive and intuitive customer service in all aspects of customer interaction including the provision of technical support.
- Establishing and maintaining strong working relationships with Bravehearts' LMS supplier.
- Manage all technical issues with the LMS and liaise directly with Bravehearts' LMS supplier to resolve systems errors effectively.
- Advise management immediately of any critical system continuity issues.

## **Online Experience Development**

- Work closely with the child protection specialist content writers to design engaging and interactive online learning experiences.
- Development of online learning assets using specialist software (Articulate Story Line 2, Articulate 360 and Articulate Rise where applicable).
- Liaising directly with the Training Administrator to provide online learning components for contract deliverables.

## **Other General Responsibilities**

- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Attendance at conferences/meetings/Bravehearts functions.
- Meet and where possible exceed agreed personal Key Performance Indicators.
- Participate in bi-annual performance appraisal sessions.
- Participate in self-care activities.
- Work as part of a team to attain Bravehearts mission.

## **Qualifications/Experience:**

- Significant experience in working with Learning Management Systems.
- Qualifications in e-learning or graphic design is desirable.
- Experience in developing engaging and interactive online learning courses.
- Experience with Articulate 360 and Articulate Rise.
- Experience with Adobe creative suite.
- Extensive experience in customer service / client relationship management, preferably in a commercial or corporate setting.

## **Personal Qualities:**

- Detail oriented, highly organised and agile.
- Strong personal drive to succeed.
- Regularly demonstrates initiative to improve business outcomes.
- Strong sense of professionalism and high regard for client relationships.
- Possess integrity, sound judgement, empathy, and respect for all individuals.

## **Skills and Abilities:**

- Exceptional attention to detail.
- Exceptional time management skills
- Ability to manage conflicting priorities and work to deadlines.
- Ability to provide exceptional client service through professional, friendly demeanour and intuitively understanding client needs.
- Strong skills in stakeholder engagement and managing expectations.
- High levels of verbal and written communication.
- Highly proficient in database management and LMS management

- Technology minded, with the ability to rapidly acquire working knowledge of new software and information technology.
- Ability to work autonomously or part of a team.
- Candidates must possess a current driver's licence.
- Must have or be willing to apply for a CCYP Working with Children Check (Blue Card) and National Police Certificate.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have experienced sexual assault, their non-offending family members and primary caregivers.

I, \_\_\_\_\_ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or interpersonal violence.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence towards another person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_