

Position Description

Position Title:	Digital Learning Designer & Administrator
Location:	Arundel, Queensland
Employer:	Bravehearts Foundation Limited
Reports to:	Education Project Manager

Our Vision	A world where people, communities and systems all work together to protect children from sexual abuse.
Our Mission	To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.
Our Values	<p>Integrity: We act with integrity, demonstrate accountability, honesty, and at all times, behave ethically.</p> <p>Respect: We behave and communicate with inclusivity, mindfulness, and professionalism whilst continually embracing diversity.</p> <p>Energy: We unreservedly apply ourselves using all efforts, power and abilities towards protecting children from child sexual abuse.</p> <p>Empathy: We acknowledge the bravery of survivors and those that support them. Without fear or favour, we seek to ensure that children have a childhood free from sexual harm.</p> <p>Bravery: We seek to genuinely understand other people's experiences, culture and perspectives. In turn, we support individuals and communities in a manner that is meaningful to them.</p>

Position Purpose

The eLearning Designer and LMS Administrator plays a key role in delivering Bravehearts' child protection education through the creation, maintenance, and continuous improvement of engaging and accessible online training.

This position is responsible for managing a suite of eLearning courses designed for diverse audiences—including educators, volunteers, organisational leaders, and families—ensuring content remains accurate, user-friendly, and aligned with best practice in child protection. The role also contributes to the development of new digital training initiatives by identifying emerging learning needs, working with subject matter experts, and designing innovative, audience-appropriate learning experiences.

In addition, the role oversees the Learning Management System (LMS), supports client onboarding and troubleshooting, and ensures the smooth delivery and evaluation of Bravehearts' digital learning programs.

Primary Responsibilities

1. Design future-focused eLearning initiatives

Collaborate with subject matter experts to identify training needs, propose course ideas, and lead the development of innovative digital learning solutions (e.g. videos) aligned with Bravehearts' strategic goals.

2. **Develop digital learning content**
Create engaging, accessible eLearning using tools like Articulate 360 and Rise. Draft original content, translating complex subject matter into impactful learning experiences tailored to diverse audiences.
3. **Maintain and update Bravehearts' eLearning suite**
Keep existing courses accurate, accessible, and engaging. Regularly review and update content in response to feedback, legislative changes, and evolving audience needs.
4. **Ensure accessibility and quality standards**
Apply best practices in digital accessibility (e.g. captions, alt text) and conduct thorough quality assurance testing of all learning content.
5. **Evaluate learning effectiveness**
Monitor learner engagement, performance, and feedback to assess impact and drive continuous improvement.
6. **Maintain documentation and version control**
Accurately record course versions, updates, and testing outcomes to ensure consistency, compliance, and easy future revisions.
7. **Administer the Learning Management System (LMS)**
Manage LMS functionality, including course setup, user access, testing, and content updates, ensuring a seamless user experience.
8. **Support clients and manage large-scale implementations**
Provide timely client support, troubleshoot user issues, and coordinate onboarding, rollout, and reporting for large-scale learning programs.
9. **Ensure compliance and advise on digital learning technologies**
Stay up to date with industry trends and standards to ensure compliance and relevance. Provide strategic input on learning technologies and instructional design.
10. **Collaborate with internal teams and external providers**
Work closely with colleagues and third-party providers to support innovation and delivery of quality learning content.
11. **Contribute to broader education projects**
Assist with the development and delivery of other Bravehearts training and education initiatives in line with team and organisational priorities.

Qualifications/Experience:

- Demonstrated expertise in instructional and eLearning design, supported by a strong portfolio of work.
- Proven ability to translate complex content into interactive, engaging digital learning experiences.
- Proficiency in Articulate 360 (including Rise), LMS platforms (particularly Absorb), and SCORM compliance standards.
- Experience designing and delivering eLearning and video-based training.
- Strong project management skills, with the ability to manage timelines, priorities, and evaluate learning outcomes.
- Excellent communication and stakeholder engagement skills, with the ability to explain technical concepts to non-technical audiences.
- Comfortable working independently and collaboratively in a dynamic environment.
- Experience in client service or relationship management, ideally within a corporate or commercial training context.
- Familiarity with video production and editing tools, including Adobe Creative Suite.
- Qualifications in instructional design, eLearning, or a related field are preferred.

Personal Qualities:

- You bring creativity and confidence as a learning design professional passionate about making a meaningful impact.
- Affable, authentic, and collaborative, you build strong working relationships.
- You communicate effectively with both technical and non-technical stakeholders.
- As a supportive team player, you share knowledge and work confidently both collaboratively and independently.
- You approach challenges with a solutions-focused mindset and maintain flexibility in fast-paced, evolving environments.
- Proactively and ethically, you manage competing priorities.
- You uphold high standards in content design, digital accessibility, and instructional integrity.
- Committed to continuous improvement, you stay up to date with emerging eLearning technologies, compliance requirements, and industry trends.
- You take pride in creating training that educates and contributes to safer communities for children and young people.

Child Safe Organisation

Bravehearts is a child safe organisation and is committed to the safety, wellbeing, and empowerment of all children and young people. We expect all team members to uphold our zero tolerance to child harm and to actively contribute to a child safe culture by adhering to organisational policies, practices, and relevant legislation.

Employment with Bravehearts is subject to ongoing child safety screening, including holding or obtaining a Working with Children Check (Blue Card) and a National Police Certificate.

Acknowledgement

I, _____ (full name), acknowledge that I have read and understood the responsibilities and expectations outlined in this position description.

- I understand that Bravehearts is a child safe organisation with zero tolerance for any form of abuse or inappropriate behaviour toward anyone, especially children or young people.
- I affirm that I have never engaged in, nor been the subject of substantiated allegations of, child harm or abuse, including sexual abuse or other inappropriate conduct toward children.
- I understand that any such behaviour, whether past or present, is incompatible with employment at Bravehearts and will result in immediate disciplinary action, including possible dismissal.
- I agree to immediately inform my manager of any charges, investigations, or changes to my circumstances that could affect my suitability to work with children.
- I also declare that there is no medical or other condition which would prevent me from undertaking the duties listed.

Signed: _____

Date: _____