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SA Health Job Pack

Job Title	eLearning Capability Support Officer
Job Number	659439
Applications Closing Date	11/5/18
Region / Division	Central Adelaide Local Health Network
Health Service	The Royal Adelaide Hospital
Location	Adelaide
Classification	ASO-6
Job Status	Full-time permanent
Indicative Total Remuneration*	\$96,599/\$102,467

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☒ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Peta-Maree France
Phone number	7425 6592
Email address	Peta-Maree.France@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

ROLE DESCRIPTION

Role Title:	eLearning Capability Support Officer
Classification Code:	ASO6
LHN/HN/SAAS/DHA:	Central Adelaide Local Health Network (LHN)
Directorate:	People and Culture
Role reports to:	e-Learning Capability Manager
Role Created/ Reviewed Date:	December 2017

ROLE CONTEXT

Primary Objective(s) of role:

The position of eLearning Capability Support Officer is responsible to Executive Director People and Culture, Central Adelaide LHN through the e-Learning Capability Manager. The eLearning Capability Support Officer is the primary resource responsible for the technical discovery, analysis, technical design, and implementation, planning and coordination to support the technical capability and technical knowledge of the Learning Management System (LMS) in Central Adelaide LHN (CALHN) and Statewide Clinical Support Services (SCSS).

The role will focus on;

- > Provision of technical input into the design, implementation and support of the CALHN LMS.
- > Leading the provision of technical support relating to the capture, retention and reporting of training data associated with CALHN and SCSS.
- > Establishing and maintaining the structure for reporting of mandated training.
- > Leading the provision of technical system analysis support for the LMS including data modelling and its relationship to training operations.
- > Working collaboratively with ICT and organisational training teams, Network Engineers, Server Engineers, Application and Interface Specialists, Solution Architects, Testers, Contract Managers and equipment vendors to provide clear guidance on work required to establish systems, infrastructure platforms and interfaces to support the management of the LMS in CALHN and SCSS.
- > Leading the governance of technical aspects of the LMS by working collaboratively with Directorates, eHealth Systems and state wide enterprise systems within CALHN to oversee the functionality and integrated support of the LMS.
- > Advising on quality and performance management of external service providers, consultants, contractors, vendors and partners.
- > Ongoing management and development of the LMS and associated systems.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > eLearning Capability Support Officer
- > Directors, members of the clinical Directorates, Facilities Management for RAH and associated internal governance committees.
- > Director of Post-graduate Education;
- > Executive Director of Allied Health
- > Directorate and professional leads within Central Adelaide LHN
- > Central Adelaide LHN, People and Culture
- > Nursing Directors, Nurse Education Unit, Director, Learning and Development

External

- > eHealth Systems
- > LMS Vendor
- > Spotless
- > EPAS and other enterprise programs
- > Other health services or relevant campuses
- > Specific service providers (e.g. for LMS delivery, web platforms, design etc.)

Challenges associated with Role:

- > Major challenges currently associated with the role include:
- > Determining the system requirements for a comprehensive system/s to support training and education.
- > Automation of HR input process for LMS and integrating HR and Financial data with LMS data to create hierarchies.
- > Managing the structuring and production of accurate and sustainable reporting of mandated training.
- > Managing changes to system / platform functionality.
- > Ensuring the timeliness and effectiveness of support and maintenance activities.
- > Ensuring the connection with the operational environment is maintained and nurtured at all times and the future focus of training and development is aligned with the LHN.
- > Identifying, communicating and managing relevant risks that may be identified.
- > Implementation of data cleansing procedure to make HR and SHARP data consistent for LMS

Delegations:

- > **Staff supervised:** Nil
- > **Budget:**
 - Salaries and wages: Nil
 - Goods and services: Nil
- > **Delegations**
 - HR Delegation Nil
 - Procurement Delegation Nil
 - Financial Delegation Nil

Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health and Central Adelaide Local Health Network values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Maintain confidentiality regarding any information regarding client/patient, personal staff information, human resource and financial information and information of strategic importance to SA Health and Central Adelaide LHN.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Managers and staff are required to contribute to the safety and quality management system and continuous improvement by:
 - participating in Strategic, Divisional and Team planning activities as required
 - complying with standards of practice
 - aiming to continuously improve the quality of work practices and services
 - participating in the evaluation of work practices and services
 - participating in the accreditation process as relevant to the position.

Special Conditions:

- > The incumbent may be required to work out of hours and some intra/interstate travel may be required.
- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis in accordance with relevant legislation
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Systems development and management	<ul style="list-style-type: none"> > Manage the format and production of accurate and defensible reporting of CALHN mandated training in support of hospital accreditation. > Map dependencies within the LMS to inform resource planning, scheduling, delivery and priorities. > Provide professional and specialist technical support to aid new system installations and planning. > Manage external vendors to deliver application system capability as required. > Manage the LMS configuration management system. > Provide technical leadership with internal and external stakeholders to support online learning content and delivery. > Lead the creation of single sign on capability for LMS through implementation of Active Directory. > Lead and facilitate workshops with relevant new RAH sub-streams, equipment vendors, and CALHN staff to ensure the successful utilisation of the LMS. > Lead the development of a range of LMS support solutions in accordance with an agreed schedule of work. > Deliver expert technical advice and assistance to internal and external stakeholders on hosting online learning resources including content design and format, technical considerations and development of assessment and evaluation tools. > Monitor, analyse and report on the performance of the LMS against agreed commercial performance indicators. > Keep up to date with technical and industry developments in eLearning and learning management systems.
Continuous Improvement	<ul style="list-style-type: none"> > Contributing to the effective identification, evaluation and management of system related risks and issues including the potential concerns and issues of stakeholders and users. > Contribute to analysing and evaluating platform performance and effectiveness on a continuous basis, recommending and implementing changes as required to ensure the LMS supports business and performance requirements. > Maintain and support a culture of high performance, professionalism and continuous improvement. > Contribute to the identification, implementation and validation / evaluation of continuous improvement strategies for the LMS
Corporate compliance	<ul style="list-style-type: none"> > Ensure that online learning functionality complies with corporate guidelines for content, format and systems structure. > Participate in quality improvement activities (inclusive of

	<p>accreditation requirements), including the identification of performance standards and opportunities for efficiencies.</p> <p>> Comply with the Code of Fair Information Practice.</p>
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Personal Abilities/Aptitudes/Skills:

- > Interpersonal skills that foster trust and confidence in stakeholders and end users.
- > Ability to think conceptually and contribute to the technical design of online education systems, analyse problems and provide creative and effective solutions.
- > Ability to determine technical specifications from user requirements and analyse data to produce meaningful reports.
- > Ability to work under limited direction within a multidisciplinary environment, manage high volumes of work within strict timeframes and use initiative and professional judgement to respond to changing circumstances and priorities.
- > Advanced technical / ICT skills associated with the support of a learning management/learning support system.
- > Highly effective interpersonal skills, with proven ability to relate effectively to a diverse customer base, negotiate successful outcomes in an innovative and resourceful manner, whilst maintaining a high standard of professional competence and an ethical approach.
- > Excellent written and verbal skills with high level ability to articulate and present complex concepts clearly and concisely, identify, analyse and conceptualise problems to formulate and execute appropriate solutions and present high level written reports.
- > A high degree of computer literacy including proficiency in MS Office applications and web based resources.

Experience

Demonstrated experience in:

- > Supporting Moodle based Learning Management Systems. Experience with Totara will be highly regarded.
- > Implementation of open-source and/or proprietary systems, in conjunction with an external vendor, to support a training and education program including on-line learning and assessment and management reporting.
- > Implementation and testing of customisation and/or integration of different components of learning support system.
- > Complex deployment planning and development of technical solutions in support of education initiatives
- > Collaboration / management of vendors in support of LMS / ICT Systems
- > Preparation of concise written reports, proposals, recommendations and briefings.

Knowledge

Demonstrated knowledge and understanding of:

- > Contemporary adult education and training philosophies, ICT systems, platforms and practices.
- > Management of external supplier relationships
- > SA Health Care Plan 2007 – 2016 and associated SA Health Reform initiatives.
- > Central Adelaide Local Health Network, business processes and ICT architecture including HR and Financial systems.

DESIRABLE CHARACTERISTICS**Educational/Vocational Qualifications**

- > Graduate degree in Information and Communication Technology or equivalent. Evidence of significant relevant experience will be considered in lieu of a formal qualification.
- > A post-secondary qualification in adult education, training or assessment.

Experience

Demonstrated experience in:

- > Development of learning support systems – experience with Totara LMS is highly desirable
- > Development and delivery of online learning programs using Articulate, Storyline and Adobe Captivate.
- > Graphic design, multimedia, e-learning development software and/or Adobe Flash for developing online educational resources.

Knowledge

Demonstrated knowledge and understanding of:

- > Organisational development and learning
- > Model of care for major hospitals
- > CALHN organisational structure and workplace culture
- > Contemporary adult education approaches utilising online learning and assessment
- > Applicable data privacy practices and laws.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Department for Health and Ageing:

The Department for Health and Ageing assists the Minister for Health and Ageing and Minister for Mental Health and Substance Abuse to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

Central Adelaide Local Health Network:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services.

Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative

responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

The SA Government announced within the SA Health Care Plan 2007 – 2016 the development of the new Royal Adelaide Hospital (new RAH) and is one of the biggest and most complex projects for South Australia. The new RAH will be the cornerstone of the reformed SA health system, harnessing the latest in architectural design in order to create a state-of-the-art health environment for patient and positive working environments for staff.

The new RAH has been procured under a Public Private Partnership (PPP) model with the contract between the SA Government and a private consortium – SA Health Partnerships (SAHP). SAHP is responsible for the financing, design, construction, commissioning and facilities management of the new facility. The design and construction is being undertaken by Hansen Yunken and Leighton contractors in a joint venture. Facilities management services will be provided by Spotless and ICT support and maintenance by Hewlett Packard

The new RAH model of care will transform both the range and quality of patient and staff experiences and will be linked to other innovative programs (i.e. EPAS, Robotics etc.) to ensure that the health reform programs continues to contribute to improvements in the health system. The new RAH is now at a critical transition point in its development lifecycle with the architectural and functional design of the facility now complete. The focus now is the embedding of the re-design and reform of health care services and all other activities necessary to cement the successful operational commissioning of the new RAH.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patients needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity - Acting at all times in such a way as to uphold the public trust.
- > Accountability - Holding ourselves accountable for everything we do.
- > Professional Conduct Standards - Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health and Central Adelaide Local Health Network as described within this document.

Name:

Signature:

Date: