



ROLE DESCRIPTION

Role Title:	Learning Management System (LMS) Administrator
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing (DHW)
Hospital/ Service/ Cluster:	
Division:	Corporate Services
Department/Section / Unit/ Ward:	Workforce Services
Role reports to:	Principal Consultant, Organisational Development & Learning (OD&L)
Role Created/ Reviewed Date:	March 2024
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The LMS Administrator is responsible for coordinating and, undertaking the development, delivery and review of complex LMS support programs, projects and services and providing technical advice to the Department for Health and Wellbeing (DHW) in relation to the configuration, coordination, operation, and use of SA Health's Learning Management System (LMS).

The role develops and maintains collaborative working relationships with key stakeholders across DHW, and provides expert advice and consultancy to management and staff in relation to system capability, online course design, development, assessment and evaluation to meet DHW's diverse training needs.

The LMS Administrator is also responsible for providing a responsive point of contact services for DHW users including identifying and resolving escalated issues related to the use and configuration of the LMS, and managing complex user requests.

Direct Reports:

> Nil.

Key Relationships/ Interactions:

Internal

- › Work closely with the the Principal Consultant OD&L, Workforce Services, in the delivery of the DHW training strategy.
- › Work closely with members of the iLearn Central Support Team.

Work collaboratively with Workforce Services management and staff

- › Collaborate with key DHW stakeholders to identify and promote LMS use for diverse training needs.
- › Maintains effective collaborative relationships with Learning and Development teams across SA Health.
- › Maintains effective collaborative working relationships with clinicians, management and staff across the Department.

External

- › Liaise with a range of external stakeholders, including education providers, professional organisations, other jurisdictions, non-government organisations and other public sector agencies.

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > Delivering high-quality LMS administration services in a complex ICT and health services environment and managing change and configuration management for the implementation of a LMS in DHW. > Building and managing relationships in a complex and changing environment, including maintaining networks across the system usage groups and collaborating effectively with a range of diverse stakeholders. > Establishing and implementing processes and guidelines, and establishing new courses whilst managing competing priorities and expectations.

Delegations:
> Nil.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
System Management	<ul style="list-style-type: none"> > Coordinate, undertake and review the development and delivery of complex LMS development and operational support, programs and services which support and facilitate the training needs of the Department. > Coordinate, deliver and review a range of routine and ad hoc reporting processes, functions and services that deliver LMS reporting needs, including developing and disseminating compliance reporting, and providing expert advice to the review and development of processes to improve compliance. > Coordinate and undertake the complex planning, delivery and review of LMS system configuration change and enhancements projects including providing technical consultancy to new course planning processes and complex migrations. > Develop, maintain and review system documentation including ensuring that documentation relating to configuration, maintenance and administration is accurate, consistent and appropriately stored. > Provide a responsive point of contact services for DHW users, including identifying and resolving escalated issues related to the use and configuration of the LMS, and managing complex user requests. > Develop and implement processes and systems to monitor and evaluate the effectiveness of the LMS, and identify related issues, risks and opportunities for improvement.
Content Management	<ul style="list-style-type: none"> > Provide expert advice and consultancy to Department management and staff in relation to systems capability and online course design, development, assessment and evaluation. > Coordinate and provide consultancy to the co-creation of immersive learning resources, activities, and online learning solutions including collaborating with stakeholders and clinicians in the delivery of tailored solutions to meet local needs. > Contribute to the development of DHW policy, standards and processes related to solution and content management, and course design and development, to continuously improve the quality of course content and overall training outcomes. > Design, manage, and provide training to specialist system roles, including Course Owners/Providers and Training Facilitators.
Engagement and advice	<ul style="list-style-type: none"> > Develop and maintain effective working relationships with system users, key stakeholders, vendors and service providers to facilitate the effective implementation, administration and utilisation of the LMS across the department. > Develop, implement and review processes and systems that ensure high quality customer services and ensures users are informed of changes and the status of incidents and change requests.

	<ul style="list-style-type: none"> > Coordinate and monitor the technical activities of internal and external service providers and vendors to ensure high-quality training products and services are delivered in accordance with agreed service level standards > Provide expert advice and contribution, as an active member of SA Health's training community, in the improvement of workforce capabilities, skills and competencies and the delivery of learning and development. > Develop and maintain collaborative working relationships with Local Health Networks, SA Health Service Units and a range of stakeholders across the health sector and provide consultancy to the review, development and implementation of policy and targeted strategies to ensure a consistent approach to learning across SA Health. > Provide expert advice and consultancy to multidisciplinary project teams and business stakeholders including identifying and analysing LMS requirements and outcomes, problem solving and influencing the development of fit for purpose training solutions.
Behaviour	<ul style="list-style-type: none"> > Maintain and support a culture of performance, professionalism, and continuous improvement. > Act as a role model for the organisational values of honesty, respect and integrity. > Promote the delivery of responsive, seamless and high-quality services to customers, including by leading and prioritising services delivery within the required time frames. > Ensure the compliance with, relevant records management legislation, policies and current administrative practices. > Promote knowledge and information sharing amongst OD&L team members to deliver high-quality training products, solutions and services to customers

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil.

Personal Abilities/Aptitudes/Skills:

- > Ability to research, analyse and resolve complex application related problems in a timely and resourceful manner, quickly adapt to changes and new concepts and to utilise appropriate methodologies, standards and documentation to review, plan and implement complex changes to application configuration, environment and tools.
- > Demonstrated ability to provide responsive customer centric services, attentive problem solving and personalised support.
- > High level interpersonal and written and verbal communication skills, and a significant capacity to influence and create trust with management, staff and stakeholders at all levels, negotiate successful outcomes, and present complex concepts clearly and concisely to technical and non-technical people.
- > Proven ability to work independently, as well as collaboratively in a team under broad direction, identify performance outcomes, determine priorities and exercise judgement and delegated authority and a significant level of responsibility to deliver agreed outcomes to a professional standard, ensuring deadlines are met.

Experience:

- > Significant experience in delivering complex learning management systems administration services and functions, including user and content management, providing specialist advice, and producing and maintaining a broad range of accurate and appropriate technical and user documentation.
- > Significant experience in providing technical support to a large user base, including resolving escalated issues, evaluating, managing and undertaking user requests, and coordinating and undertaking complex migrations and upgrades ensuring appropriate security, change and release management standards, processes and practices,

- > Proven experience in the development, preparation and dissemination learning and development reports, proposals, and recommendations and in the delivery of technical consultancy services to support LMS project activities, capacity planning, database back up and maintenance, and business continuity and disaster recovery planning.

Knowledge:

- > Significant knowledge of data structures, data migration and extraction and the methodologies, controls and practices for the administration of complex, highly available databases.
- > Significant knowledge of the design, creation and management of immersive learning resources, activities, and online learning solutions.
- > A sound knowledge of change and configuration management and release processes.

DESIRABLE CHARACTERISTICS**Educational/Vocational Qualifications:**

- > An appropriate tertiary level qualification in information technology and/or training and development, or relevant related discipline.

Experience:

- > Experience in the administration of a Learning Management System.
- > Experience in designing, creating, and managing digital learning content, and using software tools to develop SCORM compliant training packages, e.g., Articulate 360, or similar.
- > Experience with training and education and/or experience in public health service.

Knowledge:

- > Previous knowledge of iLearn system would be advantageous

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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 subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > 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.

General Requirements:

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

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > 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.
- > Duty to maintain confidentiality.
- > 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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 values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

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

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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

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 Wellbeing:

The Department for Health and Wellbeing assists the Minister for Health and Wellbeing 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.

Workforce Services

Workforce Services is a branch within Corporate Services, Department for Health and Wellbeing (DHW) that provides a high-level workforce advisory service to the Chief Executive (CE) and the Minister on whole of Health workforce issues together with a full human resource service for DHW. The Workforce Services team works in partnership with the leaders, managers and staff of the Department, and across SA Health, to enhance capability, performance and wellbeing, enabling each and every employee to give of their best. With the right support, our staff are better prepared to help build and deliver sustainable high quality health care services.

The Workforce Services branch provides strategic advice and services in areas of Workforce Relations, Aboriginal Workforce initiatives, Work Health and Safety, Workforce Strategy and Improvement, Workforce System Administration and Executive Services. Workforce Services supports the CE in complying with legislative and industrial responsibilities and support workforce systems that are unique and integral to Health.

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.

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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	July 2022		Original version