



## ROLE DESCRIPTION

<b>Role Title:</b>	Learning Management System (LMS) Administrator
<b>Classification Code:</b>	ASO-5
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing (DHW)
<b>Hospital/ Service/ Cluster:</b>	
<b>Division:</b>	Corporate Services
<b>Department/Section / Unit/ Ward:</b>	Workforce Services
<b>Role reports to:</b>	Principal Consultant, Organisational Development & Learning (OD&L)
<b>Role Created/ Reviewed Date:</b>	August 2023
<b>Criminal and Relevant History Screening:</b>	<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)
<b>Immunisation Risk Category Requirements:</b>	<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 role provides technical support and advice to the Department for Health and Wellbeing (DHW) in relation to the configuration and use of SA Health's Learning Management System (LMS).

The LMS Administrator manages the configuration of the LMS for DHW, including the management of courses, users and training plans.

The LMS Administrator is the first point of contact for DHW users requiring assistance with the LMS, and provides training as required to specialist system roles that play an active part in the LMS.

An important part of the role is the ongoing communication and collaboration across the Department for Health (DHW), providing guidance in relation to the configuration and use of the LMS to meet their diverse training needs.

### Direct Reports:

> Nil.

### Key Relationships/ Interactions:

#### Internal

- > The role supports the Principal Consultant OD&L, Workforce Services, to deliver the DHW training strategy.
- > The role liaises with members of Workforce Services in relation to eLearning activity.
- > The role works closely with members of the iLearn Central Support Team.
- > Maintains effective collaborative working relationships across the Department.

#### External

- > Maintains effective collaborative working relationships with Learning & Development teams across SA Health.
- > The role may 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:**

Major challenges currently associated with the role include:

- > 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.
- > Change management required for the implementation of a LMS in DHW. Including the establishment and implementation of processes and guidelines.

**Delegations:**

- > Nil.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<b>System Management</b>	<ul style="list-style-type: none"><li>&gt; Manage the ongoing configuration of the LMS to support the training needs of the Department for Health &amp; Wellbeing (DHW).</li><li>&gt; Manage the LMS reporting needs of DHW, including compliance reporting, and working with DHW to review and develop associated processes to improve compliance.</li><li>&gt; Manage changes and additions to the configuration of the LMS as per SA Health standards and processes.</li><li>&gt; Monitor and evaluate the effectiveness of the LMS, and drive change and improvement where required.</li></ul>
<b>Content Management</b>	<ul style="list-style-type: none"><li>&gt; Provide advice and assistance to the DHW in relation to online course design and development, including system capability, as well as associated assessments and evaluations.</li><li>&gt; Contribute to the development of DHW standards and processes in relation to course design and development with the aim of improving the quality of course content and overall training outcomes.</li></ul>
<b>Support</b>	<ul style="list-style-type: none"><li>&gt; Act as the first point of contact for DHW users, provide support in relation to the use and configuration of the LMS, and manage user requests through to resolution, escalating as required.</li><li>&gt; Provide training as required to specialist system roles within DHW that play an active part in the LMS (Course Owners/Providers and Training Facilitators).</li><li>&gt; Provide a good customer experience by always acting with integrity, keeping users informed of changes, meeting agreed response times and prioritising work based on business priorities.</li></ul>
<b>Engagement</b>	<ul style="list-style-type: none"><li>&gt; Be an active member of SA Health's training community, driving the improvement of workforce capabilities, skills and competencies in the delivery of learning and development.</li><li>&gt; Work collaboratively with Local Health Networks, other SA Health Service Units and a range of stakeholders across various sectors and contribute to the review, development and implementation of policy and targeted strategies to ensure a consistent approach to learning across SA Health.</li></ul>
<b>Behaviour</b>	<ul style="list-style-type: none"><li>&gt; Maintain and support a culture of performance, professionalism, and continuous improvement.</li><li>&gt; Act as a role model for the organisational values of honesty, respect and integrity.</li></ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > Nil.

#### **Personal Abilities/Aptitudes/Skills:**

- > Technical and analytical mindset, with good attention to detail. Ability to quickly pick up new concepts and confident in implementing complex application configuration.
- > Customer focussed, possesses exceptional communication skills and constantly strives to exceed customer expectations through attentive problem solving and personalised support.
- > Strong interpersonal skills, and ability to build and maintain strong relationships with stakeholders, negotiate successful outcomes, work collaboratively to resolve complex issues, and prepare succinct and conceptually sound reports.
- > Proven ability to work independently, as well as collaboratively in a team under broad direction, exercise significant delegated authority to deliver agreed outcomes to a professional standard, ensuring deadlines are met.
- > Well-developed written and verbal communication

#### **Experience:**

- > Proven experience in learning management administration, including user and content management.
- > Proven experience in providing level one technical support to a large user base, for one or more applications. Including managing user requests, by prioritisation, monitoring, escalation, managing requests through to completion, as well as communicating progress and reporting overall performance to management.
- > Preparation of concise learning and development reports, proposals, and recommendations.

#### **Knowledge:**

- > 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, Storyline, 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