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SA Health Job Pack

Job Title	Online Learning Coordinator
Eligibility	Open to Everyone
Job Number	745658
Applications Closing Date	Tuesday 26 January 2021
Region / Division	Clinical Performance and Patient Safety
Health Service	SA Ambulance Service (SAAS)
Location	Eastwood
Classification	ASO6
Job Status	Full Time Ongoing Contract
Salary	$92,784 - $98,143 p.a.

Contact Details

Full name	Felicity Finlay, Executive Assistant to the Executive Director, Clinical Performance and Patient Safety
Phone number	8274 0409
Email address	Felicity.Finlay@sa.gov.au

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:

☐ Working with Children Screening - **DHS**

☐ 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.

Immunisation

Risk Category C (minimal patient contact)

· This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). *Please click here for further information on these requirements.*

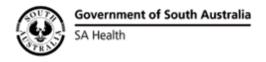# Guide to submitting an application

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:	Online Learning Coordinator
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHW:	SAAS
Hospital/ Service/ Cluster:	SAAS
Division:	Clinical Performance And Patient Safety
Department/Section / Unit/ Ward:	Clinical Education
Role reports to:	Business Support Manager
Role Created/ Reviewed Date:	December 2020
Criminal and Relevant History Screening:	☐ Aged (NPC) ☐ Working With Children's Check (WWCC) (DHS) ☐ Vulnerable (NPC) ☒ General Probity (NPC)
Immunisation Risk Category Requirements:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☒ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

> Under broad direction, use instructional education design principles to manage, design, develop, evaluate and implement flexible learning strategies for SA Ambulance Service staff now and into the future.
> Responsible for the ongoing development and maintenance of SAAS eLearning platforms.

Key Relationships/ Interactions:

Internal

> Clinical Education Leadership Team
> Clinical Educators
> Regional Team Leaders
> Regional Educators
> Operations Managers
> Clinical Performance and Patient Safety Directorate Managers
> Clinical Support Officers
> Operational Team Leaders (RTLs, ACTLs, TLs)
> Key subject matter experts
> SA Health ICT

External

> Specific service providers
> Industry representatives
> Other Registered Training Organisations (RTOs)
> SA Health Local Health Networks
> Learning Management Systems (LMS) and Student Management Systems (SMS) Platform providers

Challenges associated with Role:

Major challenges currently associated with the role include:

> Ongoing management, development, and change management of the learning management system(s) and associated business processes.
> Successfully managing the vendor relationship for outsourced functions and consulting with external organisations (where required) to meet the growing technological needs of SA Ambulance Service.
> Appraise utilisation, capabilities, strengths and weaknesses of eLearning systems and development tools (both existing and new).
> Research, cost and manage the transition from outsourced eLearning solutions to internally hosted eLearning solutions.
> Contributes to SAAS' response to the OCPSE One Government One Employer Program (LMS initiative), and SA Health LMS Projects.

Delegations:

> Human Resources delegations – N/A
> Financial delegations – SA Health Level 7

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Systems Management	> Responsible for the ongoing development, change management, evaluation, risk management and maintenance of SAAS eLearning platforms (i.e. installation, testing and updates) > Use instructional design principles to manage, design, develop and evaluate online learning using a continuous improvement approach after consulting with end users and the broader organisation > Support educational software > Responsible for liaison with appropriate departments within SA Health, and government (for example ICT Services) to ensure ongoing effectiveness of overall SAAS education systems relating to flexible delivery > Keep abreast of advances and best practice in flexible learning technologies and research, and review industry data in order to inform developments > Direct the identification, monitoring, reporting and escalation of risks and issues and/or problems associated with services and/or delivery in educational projects to enable the achievement of project deliverables, timelines and benefits
Development and management of content	> Work with subject matter experts to capture, develop and publish educational content which meets the learning needs of all SAAS staff > Consult with colleagues and clients regarding business learning needs and recommend technology-centred solutions based on sound analysis of relevant data and budget constraints > Contribute specialist advice to the development of strategy and policy by writing or commenting upon draft documentation, through the identification of needs and opportunities for the development/deployment of learning technologies. > Provide advice and counsel to the Clinical Education Leadership Team on the strategic, tactical and operational issues associated with the use of flexible learning strategies

	> Monitor and report to the Clinical Education Leadership Team on the status of financials, risks, issues and progress towards milestones and deliverables as they pertain to the position and work function
Engage and collaborate with others to drive improvements in education	> Partner with key internal stakeholders to identify and implement training that may be suitable for online delivery
	> Promote technologies that support flexible learning initiatives
	> Take a proactive role in providing technology-enhanced learning support for SA Ambulance Service remote users, e.g. collaborative partnerships and other distance/blended courses as appropriate
	> Participate in relevant projects as required by the Clinical Education Leadership Team
	> Evaluate and monitor performance of SAAS eLearning initiatives to inform future developments
	> Support the clinical and professional development of staff across SAAS with the flexible and innovative delivery of educational material
Continuous Improvement	> Lead the analysis and evaluation of flexible learning processes to measure effectiveness and implement continuous improvement
	> Recommend and implement changes as required to ensure educational effectiveness

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications
> Nil

Personal Abilities/Aptitudes/Skills:
> Interpersonal skills that foster trust and confidence in stakeholder end users
> Logical and analytical thinking, ability to analyse problems and provide creative and effective solutions
> Ability to work in consultation with subject matter experts under limited direction and manage a high volume of work with strict timeframes
> Ability to determine technical specifications of learning platforms based on user requirements
> Ability to think conceptually and design online education resources, assessment and systems
> Ability to maintain a positive, professional working demeanour when faced with adversity and difficulties

Experience
> Implementation of open source and / or proprietary systems, in conjunction with an external vendor, to support a learning management system (LMS) which includes online learning, assessment and management reporting
> Implementation and testing of customisation and /or integration of different components of learning support systems
> Development of eLearning and / or face to face or blended course material including content, instructional design, conversion to online resources, evaluation and delivery
> Extensive experience working with eLearning authoring tools and Moodle or a similar LMS

Knowledge
> Contemporary adult education and training philosophies, systems, platforms and practices
> Knowledge of storing, streaming and content sharing of audio and video e.g. podcasting, and social network tools and their role in education
> Extensive knowledge of a broad range of educational eLearning software and technology

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications
> Qualification in a Learning technology or IT/Computing related subject
> An appropriate post-secondary qualification in adult learning, training or assessment

Personal Abilities/Aptitudes/Skills:
> Ability to positively influence and drive change agendas

Experience
> Educational use of eLearning technologies.
> Graphic design, multimedia, eLearning development software and/or Adobe Creative Suite for developing online educational resources and other online educational modalities

Knowledge
> Vocational Education and Training eLearning content development guidelines
> Current Registered Training Organisations Standards
> Organisational development and learning

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 (Aug 2017).*
> 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., Country Health SA 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.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

At the forefront of care for South Australians

PURPOSE

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values "live". It is important that we incorporate the values into our behaviour systems and processes.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

Division/ Department:

Clinical Education is the provider of accredited courses and non-accredited training programs to SA Ambulance Service staff.

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.

SA Ambulance Service Values

P	**Patient First**	We will put our patients and the care we provide to them first in everything we do
A	**Accountability and responsibility**	We will be accountable and responsible for our actions and those of others
T	**Transparent and open communication**	We will communicate openly and transparently with each other and all our stakeholders
I	**Integrity and honesty**	We will at all times act with integrity and be honest
E	**Empowered leadership**	We will empower our leaders to deliver high quality services
N	**No harm**	We will continue to enhance our no harm learning culture where we learn from our mistakes
T	**Team work**	We will work as a team across SAAS, SA Health and with our partners
F	**Flexible and responsive**	We will be flexible and responsive to the needs of our patients, staff and stakeholders
I	**Innovative and research driven**	We will be innovative using research and best practice to drive the services we provide
R	**Respect and courtesy**	We will act with respect and courtesy towards our patients, each other and all those we work with
S	**Safe and high quality**	We will offer safe and high quality services to all our patients
T	**Trust and confidence**	We will act in ways that builds and maintains trust and confidence in our service and in each other

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector 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 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	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	08/10/2019	Updated changes to the Criminal Relevant History and Screening.
V7	09/10/2019	03/02/2020	Updated WWCC clause from SA Health and updated the immunisation information/added registration clause in essential criteria for operation roles
V8	04/02/2020		Updated the Paramedic Registration clause in the essential minimum requirements