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| Title: | Online Learning Officer |
| Date: | March 2018 |
| Salary range: | Salary dependent on skills and experience under the Educational Services (Post-Secondary Education) Award 2010. (Attractive salary packaging is available. |
| EFT: | 0.6 EFT (22.8 hrs/week) |
| Accountability: | Accountable to the Manager – Education and Health Promotion |
| Location: | Mulgrave |
| Duration: | 18 Months |

The Australian Centre for Grief and Bereavement

The Australian Centre for Grief and Bereavement (ACGB) is an independent, not-for-profit organisation working to address issues associated with grief and bereavement. Its mission is to build the capacity of individuals, organisations and communities in order to enhance well-being following adverse life events.

The Australian Centre for Grief and Bereavement works in partnership with health services, schools, workplaces, media and community organisations, as well as people living with bereavement, to bring together their expertise.

The Australian Centre for Grief and Bereavement goals

- a) To develop and provide a range of specialist interventions and innovative education services, informed by evidence based practice, for grieving people who are at risk of adverse outcomes;
- b) To provide grief education and a range of consultancy services to develop and enhance the capacity of individuals, organisations and communities to deal effectively with loss;
- c) To provide grief and bereavement counselling training and supervision through the placement of practitioners at the ACGB Counselling and Support Service and other settings as deemed appropriate;
- d) To build the capacity of the universal health services to provide bereavement supports and responses;
- e) To provide advocacy and representation on grief and bereavement issues in order to inform policy development, raise community awareness and support universal access to mainstream grief and bereavement services;
- f) To undertake research, program evaluation, public policy development and the production of evidence based publications and resources to enhance

- grief and bereavement knowledge and practice;
- g) To maintain cooperative links with relevant state, national and international groups and organisations in relation to grief and bereavement;
 - h) To provide a national clearinghouse of grief and bereavement resources and literature to inform policy, practice and research into grief and bereavement and to enhance the activities of the ACGB, other practitioners, support agencies and self-help groups;
 - i) To collect and raise funds for the promotion of the preceding objects of the ACGB

JOB FOCUS

The Online Learning Officer is responsible for the delivery of a valued and customer led online learning strategy, that evolves our education proposition. This position is responsible for the delivery of an online learning strategy, including the sourcing and introduction of an LMS platform.

This role will report to the Manager - Health Promotions and Education.

KEY RESULT AREAS:

1. Delivery of an online learning strategy

- Work with the Manager – Health Promotions and Education to develop an online value strategy
- Provide their subject matter expertise to connect learning solutions to business strategy and employ a strongly customer-focussed approach and co-creation of delivery.
- Work with the Manager – Health Promotions and Education and internal and external stakeholders to research and source an appropriate LMS platform that will cater for the needs of the organisation
- Liaises with external providers to transition and design an LMS platform that meets the needs of the organisation
- Maintains third party relationship with LMS and other providers
- Research and identify and work with stakeholders to develop and design online learning opportunities for the organisation
- Designing, testing and maintaining online learning education using a range of delivery methods
- Supporting the design and implementation of all online education and resources
- Works with Marketing Officer to promote online offerings

2. Embed models of continuous improvement and quality assurance

- Provide input and subject matter expertise into the design of continuous improvement and quality assurance frameworks
- Embed the continuous improvement and quality assurance frameworks into online platform

- Design process documentation to document quality assurance and continuous improvement frameworks
- Establish governance model to maintain these frameworks ongoing
- Provide reporting on the quality assurance and continuous improvement frameworks

3. Manage the ACGB Webinar Program

- Work with the Manager – Health Promotions and Education and Program and Education Team Leader to develop an annual webinar program
- Source appropriate presenters both nationally and internationally to deliver the program
- Coordinate the communication and registration process online for participants
- Edit webinar modules post the event and host these via the LMS platform
- Determine appropriate pricing model for the webinar program
- Implement post event evaluations, surveys and certification of attendance
- Review existing technology platforms to continuously enhance the delivery of our webinar program

4. Technical Expertise and Online Support

- Provide technical support and expertise to support online users
- Manage email and telephone queries to trouble shoot technical queries
- Provide a high level of online learning expertise to ensure the appropriate technology and platforms are utilised to deliver a high quality education offering
- Oversee the management of the RTO Learnbook Modules and manage the ACGB's Learnbook System
- Work with the Education Development Coordinator to update and maintain online RTO course resources
- Coordinate and oversee user testing where required

5. Reporting

- Provides regular reporting on the performance of the online education offerings across all market segments
- Monitors and reports on the performance of continuous improvement and quality frameworks
- Reports on the status of any outstanding compliance or quality issues identified by the RTO Quality and Compliance Officer
- Identifies and reports any business risks

6. Compliance

- Liaises with the RTO Quality and Compliance Consultant to understand current quality and compliance issues
- Embeds any compliance or quality measures identified by the RTO Quality and Compliance Consultant
- Works with the development team to implement any compliance or quality issues requiring rectification

Other duties as required to support the delivery of the ACGB strategic objectives and as requested by the Manager - Health Promotions and Education.

KEY SELECTION CRITERIA

- Demonstrated experience in end to end design and delivery of learning programs
- Experience in utilizing and working with LMS's platforms and in particular Moodle
- Experience in working with blended learning solutions
- Outstanding verbal, written and presentation skills
- A fresh and innovative approach to online design
- Certificate IV in Workplace Assessment and Training or the willingness to undertake is an advantage
- Tertiary level qualification in E-Commerce or a related field is an advantage or an equivalent corporate learning delivery experience
- Experience in instructional design would be an advantage
- Previous experience or working knowledge of RTO's would be an advantage
- Experience working with and producing performance reporting
- High level of attention to detail
- Strong stakeholder and relationship management skills, and ideally experience working with third party or vendor LMS providers
- Strong work ethic and can do attitude
- A strong team player with a customer centric approach to their work.
- Highly organised with the ability to handles multiple projects and timelines.
- Previous experience working for a Member Association would be highly desirable.

Salary/Conditions of Employment

Hours of employment: 0.6 EFT (22.8 hrs/week)

Award: Higher Education Industry - General Staff - Award 2010 - Level tba

Salary: TBA Salary packaging opportunities (\$15,900 tax exempt for allowable items)