POSITION DESCRIPTION

E-Learning Designer

Position Objective

To support the Australian Federation of AIDS Organisations (AFAO) to develop and implement a high-quality on-line learning program that contributes to the capacity of the workforce across HIV community-controlled organisations in Australia. This position involves designing the technical infrastructure to deliver the on-line learning platforms, and supporting the implementation of the program overall.

Location and Reporting Structure

This position is based in Sydney, Australia, and reports to the Manager, National Programs. The position is initially offered on a two year contract with potential for extension.

Organisational Context

In Australia, AFAO leads the national effort to end HIV on behalf of its member organisations who represent the diverse communities most affected by HIV – sexuality and gender diverse communities, sex workers, people who inject drugs, people with HIV and Aboriginal and Torres Strait Islander communities.

One element of that leadership role is supporting the capacity of its member organisations to sustain and continually adapt the HIV response to meet contemporary challenges.

AFAO has recently secured funding for a two year workforce development program to strengthen the skills of the workforce (including education and health promotion staff, and peer educators) working in AIDS Councils and People Living with HIV (PLHIV organisations). This program is multi-dimensional and includes:

- Providing information and skills development opportunities for staff who are new to the sector.
- Providing advanced practice development for staff on core modalities (such as campaign development), and on addressing the needs of specific populations at risk of HIV in Australia at this time.
- Supporting peer learning and generative collaboration to address emerging and as-yet unsolved challenges in the Australian epidemic.
- Commissioning opinion papers that support the ongoing evolution of the Australian HIV response to inform the development and translation of knowledge for the workforce.

The primary audience for this workforce development is staff working at AIDS Councils and PLHIV organisations across the country. However, it is anticipated that the learning opportunities available via the initiative will also be of great benefit to a wider workforce (such as other HIV community-based organisations, and mainstream organisations that play a role in the local HIV response) and that the development of the program will explore and embed opportunities for monetising delivery to these secondary audiences.

Principal Duties

The E-Learning Designer is an integral member of AFAO, dedicated to the common goals of ending HIV transmissions and reducing its impacts. They will support AFAO in championing this cause by participating in innovative and strategic initiatives to achieve AFAO's mission. Reporting to the Manager, National Programs, and working closely with the Learning Program Coordinator and Content Developer, and other staff employed on the program, the E-Learning Designer will be responsible for:

- The technical construction and implementation of online learning and development packages.
- Designing high-quality learning experiences for staff accessing the on-line learning platform, across the spectrum from on-demand didactic learning to interactive and peer-based learning.
- Informing the development of the on-line learning platform.
- Contributing to ongoing and periodic monitoring and evaluation of the platform and content.
- Consulting with a national forum of AFAO's member organisations to ensure programs are accessible, engaging and relevant.
- Working with other team members working directly on this initiative, including the Learning Program Coordinator and Content Developer, Learning Content Developer, Learning Coordinator and Graphic Designer.
- Contributing to reports and communications for the Commonwealth Department of Health and the AFAO's Board.
- Understanding, implementing, participating in, and promoting AFAO's business processes, policies and procedures, and WHS objectives, processes and procedures.
- Performing other appropriate duties and responsibilities as assigned by the Manager, National Programs.

Challenges and Problem Solving

The position-holder will be expected to manage the following challenges:

- Developing an on-line platform that delivers an outstanding user experience for a diverse audience.
- Managing the development and implementation of the various elements of the project, each of which are time sensitive, and managing critical dependencies between elements.
- Making excellent judgements about priorities and managing those priorities so deadlines are met.
- Understanding the relationship between AFAO and its member organisations and building a strong, collaborative approach to development and implementation of the program.
- Effectively responding to sensitive issues and knowing when to engage management's support or escalate matters to management.

Decision Making

The role of e-Learning Designer is critical to AFAO's success.

The e-Learning Designer exercises considerable day-to-day discretionary and decision-making responsibility within the framework set by an annual work plan, which is developed in consultation with, and approved by, the Manager, National Programs.

The e-Learning Designer discusses major issues and issues of potential sensitivity involving reputational risk with the Learning Program Coordinator and Content Developer, and Manager, National Programs for direction and support.

In exercising their responsibilities and making decisions, the e-Learning Designer is bound by AFAO's Code of Conduct and policies and procedures.

Performance Review

The e-Learning Designer will participate in an annual work planning and performance appraisal process for this role with the Manager, National Programs.

Key Performance Indicators for the role will include:

- The development of a high-quality user experience, with high participant engagement and retention.
- High quality relationships with other staff working on the Learning Program and other staff within AFAO.
- High quality relationships with AFAO's member organisations.
- High-quality contribution to reports and communications regarding the program.
- Making excellent judgments about priorities and managing those priorities.
- Effectively responding to potentially sensitive issues and knowing when to engage management's support and when to escalate matters to the Manager, National Programs.
- Completion of duties in an efficient and effective manner.

Skills and Experience

- Excellent written and oral communication and interpersonal skills.
- Experience in translating content into e-Learning packages, including experience in using eLearning authoring tools.
- Experience in using Adobe Creative Cloud, Microsoft Office and other applications to create/modify graphics, animation, audio, video, and multimedia products.
- Capacity to conceptualise the workforce across HIV community-controlled organisations and build learning packages relevant to their needs and to the emerging challenges in the Australian HIV response.
- A proven track record of autonomously planning, implementing and completing complex projects, including demonstrated capacity to manage concurrent projects and meet deadlines.
- Ability to thrive in a team environment.
- Negotiation skills to achieve results while maintaining important relationships and representing the organisation.
- Ability to work collaboratively to resolve complex issues, including with stakeholders who may have differing views and conflicting interests.
- Excellent judgement to manage and advise on sensitive issues that may involve reputational risk.
- Tertiary qualifications or equivalent experience in training, communications, adult education, instructional design or a similar field.

Desirable skills and experience

- Knowledge of HIV and of the Australian HIV response.
- Experience working or volunteering in community organisations in Australia or elsewhere.

Travel

The position is based in Sydney. It is not envisaged that the position will require regular travel.