

## **POSITION DESCRIPTION**

### **AFAO Learning Coordinator**

#### **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 managing the administration and logistics for the program, 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 Learning Coordinator 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 Learning Coordinator will be responsible for:

- Developing and maintaining systems to support enrolment and management of participants in learning programs.
- Providing administrative support for the development and design of online learning packages.
- Engaging with, providing support to and managing contractual arrangements with external experts contracted to design or deliver components of the on-line learning materials.
- Providing administrative support to planning for and conduct of national online workforce convenings.
- Providing administrative support to users of the online learning platform.
- Supporting audience engagement through promotional materials developed with the Graphic Designer and ongoing communication.
- Working with other team members working directly on this initiative, including the Learning Program Coordinator and Content Developer, Learning Content Developer, E-Learning Designer and Graphic Designer.
- Contributing to reports and communications for the Commonwealth Department of Health and the AFAO's Board.
- Operationalising aspects of the Evaluation Framework to capture baseline and ongoing data, and track participant engagement and program completion.
- Producing analytics reports.
- Tracking, monitoring and reporting on expenditure.
- 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:

- Establishing and implementing administrative systems that enable a high-quality user experience.
- Establishing administrative systems to support the collection of baseline and monitoring data.
- Managing the administrative and logistics components of the various elements of the project, each of which are time sensitive, and managing critical dependencies between elements.
- Building and sustaining audience engagement and enrolment.
- Making excellent judgements about priorities and managing those priorities so deadlines are met.
- Understanding the relationship between AFAO and its member organisations and providing a high-quality experience for participants in learning programs.
- Effectively responding to sensitive issues and knowing when to engage management's support or escalate matters to management.

## **Decision Making**

The role of Learning Coordinator is critical to AFAO's success.

The Learning Coordinator exercises a degree of 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) and agreed project systems.

The Learning Coordinator 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 Learning Coordinator is bound by AFAO's Code of Conduct and policies and procedures.

## **Performance Review**

The Learning Coordinator 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:

- Development and implementation of administrative systems that support the smooth operations of the program.
- 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, timely contributions 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 planning and managing training and/or events.
- Experience in designing and implementing systems to track activity and impact.
- 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.

**Desirable skills and experience**

- Knowledge of HIV and of the Australian HIV response.
- Experience in on-line training course administration, design and trouble shooting.
- 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.