POSITION DESCRIPTION

Position Title: Learning Innovation & Design Consultant

Location: Box Hill

Reporting to: Learning and Development Manager

ORGANISATIONAL CONTEXT

Our Vision
The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission
The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services
The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.
### PURPOSE OF ROLE

The key focus of this role is to:
- Engage with subject matter experts and key stakeholders to analyse, design, develop, implement, maintain and sustain eLearning programs that meet St Vincent de Paul Society (the Society) strategic objectives through quality instructional design.

### KEY ACCOUNTABILITIES

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<thead>
<tr>
<th>Key Accountability</th>
<th>Deliverables</th>
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| **Contribute to the organisational culture**   |  - Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role  
  - Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace  
  - Positively contribute to and influence organisational culture  
  - Actively participate in activities that develop your personal and professional skills, knowledge and experience  
  - Regularly attend and actively participate in all team / divisional and organisational meetings  
  - Contribute to developing a culture of continuous improvement and respond positively to change. |
| **Safety - Staff**                              |  - Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions  
  - Identify and report hazards within 24 hours of them occurring on the incident reporting system  
  - Lead and participate in continuous improvement initiatives  
  - Manage day to day risks in line with policy and procedures. |
| **Instructional Design**                        |  - Analyse, design, develop and deliver Face to Face, eLearning and responsive learning in Articulate Rise 360 or Evolve eLearning software  
  - Develop, update and source innovative flexible/blended learning frameworks using and applying adult learning principles and the 70:20:10 framework  
  - Oversee the design and development of learning materials ensuring the application of skill based training instructional design  
  - Maintain consistent instructional design standards for the ‘Society’  
  - Maintain Learning and Development templates, standards and file structure using the ADDIEMS (Analyse, Design, Develop, Implement, Evaluate, Maintain and Sustain) methodology  
  - Coordinate the testing, review, piloting and sign-off of materials with Subject Matter Experts (SME’s and sponsors)  
  - Design training courses to meet specific evaluation levels  
  - Consult with internal stakeholders to update existing training programs (systems, induction, safety, professional development, etc)  
  - Provide input and feedback from learners into the redesign and improvement of learning programs  
  - Design instructor guides, activities, job aids, user documentation, cheat sheets, assessments, evaluations, etc  
  - Create raw content into storyboards  
  - Assess and evaluate training and report on outcomes  
  - Regularly review and make recommendations for program improvement |
- Monitor and analyse trends to identify potential opportunities, needs and issues and problems that could impact on the Learning and Development teams ability to remain customer focussed.

### Learning Management System Administration
- Support the administration and management of the LMS as required.

### Project Management
- Develop, implement, monitor and report on project plan status in line with the relevant project objectives and timelines and escalate issues where necessary.

### Facilitation
- Deliver, maintain and update SVdP Orientation workshops as required
- Co-facilitate with SME’s as required face to face and via webinars for priority projects
- Work with L&D Lead to support the Train the Trainer approach for relevant programs

### POSITION CONTACTS

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<thead>
<tr>
<th>Most Frequent Contacts</th>
<th>Internal/ External</th>
<th>Nature or Purpose of Contact</th>
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<tbody>
<tr>
<td>Human Resources</td>
<td>Internal</td>
<td>Staff and Volunteer program input, feedback and consultation</td>
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<td>Review and sign-off of content with relevant SME’s e.g Safety, People Engagement, Volunteer Management.</td>
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<tr>
<td>Subject Matter Experts</td>
<td>Internal and External</td>
<td>Work with subject matter experts to develop training materials</td>
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<td>Support teams in Central Office</td>
<td>Internal</td>
<td>Support and advice on LMS library of content to match individual employee development needs</td>
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<td>Mapping of course content on the LMS to specific audience needs</td>
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<td>Provide analysis of LMS data and produce reports.</td>
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### DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

### KEY REQUIREMENTS

#### Qualifications
- Certificate IV in Training and Assessment
- Tertiary Qualifications in Adult Learning are highly desirable.

#### Skills
- 3-5 years’ experience in Face to Face Instructional Design and eLearning and accessible learning is essential for iOS and Android applications
- Advanced skills in PowerPoint, Word and SharePoint MS 2013 or 2016

**Knowledge / Experience**
- Advanced facilitation skills
- Experience in the use of Learning Management Systems software, ideally Learning Seat, Litmos
- Demonstrated experience in digital learning with experience in Articulate Rise 360 and Evolve authoring.
- Experience with the Adobe Creative Cloud product suite, including Illustrator, Photoshop and InDesign
- Experience in developing training content to meet the requirements of facilitator-led training, virtual classrooms, webinars, eLearning and mobile learning
- Experience in creating multimedia learning solutions such as videos, animation and multimedia. Strong graphic design skills are desirable.
- Audio and podcast production is desirable
- Demonstrated skills and knowledge across a range of strategic learning methodologies to innovatively improve learning solutions
- Strong stakeholder management and influencing skills
- Proven experience in the end to end process from performance analysis, design, development, implementation, evaluation and maintenance of learning initiatives

**Attributes**
- Excellent interpersonal, written and verbal communication skills
- Ability to build positive and mutually beneficial relationships with internal stakeholders
- Project Management experience
- Ability to work in a structured environment that includes set policies, procedures and practices
- Attention to detail and accuracy
- Focus on quality and customer service
- Excellent time management
- Ability to prioritise conflicting deadlines and multi-task.

**Note:**
Ad-hoc travel to regional areas and overnight stays will be required and a company pool car will be available for use.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.