ROLE DESCRIPTION

Position: E-Learning Developer (Contractor)

Reports to: General Manager, Organisational Development

Role Family: Corporate Support  Level: G

Organisational Context:

Cerebral Palsy Alliance is the largest provider of disability services in NSW, providing a range of services to people with Cerebral Palsy. These include accommodation, therapy, technology, employment, community access and support and currently operate in a highly decentralised model through 55 separate service outlets.

Cerebral Palsy Alliance’s corporate functions are based at Allambie Heights in addition to some service delivery activities for its North & East region. The primary function of its corporate service is to provide the organisation with the necessary resources and support that will assist all operational areas to achieve Cerebral Palsy Alliance’s overall mission and strategic direction. Cerebral Palsy Alliance’s operational areas are divided into four major service divisions; Accommodation, LifePoints, Community Access and Respite and Employment, each managed by a Divisional Manager.

The corporate area of Organisational Development is located at Allambie Heights campus. The Disability Quotient (DQ) Portal is part of an organisational strategy to support the learning and development of the wider disability sector as well as the organisation’s own employees, clients and families.

Purpose, Nature and Scope of the Role:

The E-Learning Developer is to design and develop high quality, flexible online learning to students and professionals within the disability sector that will aim to advance the skills, knowledge and attitudes of people in a range of different roles to assist them to develop positive, effective partnerships with people who have a disability and their families.

The E-Learning Developer is responsible for providing the instructional design, content development and technical development of competency-based training courses for CPAs Online Learning in support of the organisation’s Key Strategic Objectives.

The DQ Online Learning platform is hosted externally by Workstar and the E-Learning Developer works closely with the DQ Project Manager, Subject Matter Experts (SMEs) and Workstar to ensure the delivery of content via the portal platform.
Organisational Relationships & Staff Establishment:

This role reports to the General Manager, Organisational Development (GM, OD) who, in turn, reports to the Chief Executive Officer.

Core Competencies of the Role:

- Organisational knowledge
- Leadership/Teamwork
- Interpersonal Skills/Communication
- Problem Solving/Decision marking
- Legislation /Standards/Practice
- Service delivery

Professional Development:

Cerebral Palsy Alliance has a strong commitment to providing our employees with evidence–based, responsive professional development which includes the delivery of nationally accredited courses through its Registered Training Organisation, Training Alliance.

It is compulsory for all new employees to complete Cerebral Palsy Alliance’s Orientation and Induction Program in accordance with the current Training Alliance calendar. For further information please visit: http://www.cerebralpalsy.org.au/training

Each employee must also ensure that the learning and development goals as outlined in the Annual Performance Appraisal, including knowledge of current Cerebral Palsy Alliance policies and procedures, is maintained.

Interpersonal Relationships:

Internal:
- DQ Project Manager
- SMEs
- DQ Administrator
- DQ Sales and Marketing Consultants
- Organisational Development Training Team
- Facilitators across the organisation who facilitate training

External:
- Workstar
- Consultants on specific issues relevant to learning and development
Role Dimensions:

**Staffing:**
Direct Reports:
- Nil

**Budget:**
A fixed term capital government grant supports the development/review of new DQ courses and a business model (via the selling of license agreements and individual registrations) supports the ongoing maintenance of the content and site.
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<tr>
<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
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| Organisational Knowledge      | • Has a sound understanding of the mission and values of Cerebral Palsy Alliance  
• Has a sound understanding of Cerebral Palsy Alliance’s Key Result Areas and Strategies.  
• Has a good understanding of other sector issues and services.  
• Has working knowledge and application of CPA policies and procedures. | • Can clearly articulate, communicate and demonstrate the mission and strategic priorities of Cerebral Palsy Alliance (‘CPA’) through the delivery of appropriate learning & development outcomes.  
• Understands and demonstrates CPA’s core values in all work practices.  
• Communicates effectively to others how their and the team’s role contributes to the achievement of the strategic priorities of CPA.  
• Has a thorough knowledge of the organisation’s policies and procedures and ensures they understand and comply with policies and procedures.  
• Can clearly articulate the key organisation-wide learning initiatives at every level.  
• Can give sound advice that reflects contemporary national and international learning & development practices and principles in response to CPA’s needs. |
| Leadership/ Teamwork          | • Has formal supervision of a small team.  
• Delegates/allocates work to others, monitoring performance.  
• Determines learning and development requirements.  
• Leads and supports change. May have budgetary and HR related responsibilities.  
• Supports other team members, actively driving and contributing to team goals. | • Achieves commitment from key stakeholders to CPA’s mission and strategic priorities.  
• Provides coaching and support to other team members (direct and indirect), actively promoting a customer focussed approach towards all internal and external customers.  
• Successfully designs and develops learning projects from start to finish and delivers outcomes included in scope.  
• With the DQ Project Manager, effectively identifies and connects with Subject Matter Experts (SME’s) internally and externally to develop necessary content.  
• Assumes responsibility for monitoring personal impact on team and customer dynamics.  
• Identifies the need for and seeks out supervision from the GM,OD where appropriate.  
• Demonstrates an ability to manage time and resources and considers the priorities of others when planning. |
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<td>• Uses teamwork to effectively minimise repetition in information sharing and developing solutions.</td>
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<td>• Works collaboratively with Workstar team, external stakeholders and all internal customers within CPA to provide an effective response to their specific learning &amp; development needs.</td>
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<td>• Actively participates in organisational activities and working parties where learning, instructional design and content development expertise is required.</td>
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<td>• Acts with sensitive and/or complex issues, maintaining confidentiality.</td>
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<td>• May draft reports.</td>
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<td>• Effectively liaise, both verbally and in writing with other services/programs/departments.</td>
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<td>• Works on establishing effective relationships.</td>
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<td>• Can assist others to resolve conflict.</td>
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<td>Interpersonal Skills/Communication</td>
<td>• Behaviour and communication is always in alignment with the organisation’s values and Code of Conduct.</td>
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<td>• Demonstrates a very good level of verbal and written communication at all levels within CPA.</td>
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<td>• All online learning packages are reviewed for quality assurance purposes by internal and/or external stakeholders as appropriate.</td>
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<td>• Demonstrates an ability to resolve conflict and respond to complaints raised by internal and external customers, effectively and efficiently.</td>
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<td>• Demonstrates an ability to negotiate outcomes that meet the needs of both CPA and its internal and external customers.</td>
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<td>• Demonstrates an ability to persuasively promote ideas and directions that are consistent with CPA’s mission and strategic goals.</td>
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<td>• Develops a strong professional network within the profession.</td>
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| Innovation and Creativity | • Provides assistance to others with solving complex problems using knowledge/technical expertise.  
• Acts as a reference point based on years of experience.  
• Escalates problem to next level when appropriate.  
• Identifies areas of potential concern and provides formal recommendations for solutions and assists in their delivery. | • Develops and provides timely and relevant non-financial reports and associated commentary that tracks key DQ Portal performance indicators  
• Identifies CPA’s and the disability sector’s current and future online learning and development needs  
• Reports on identified learning and development needs and recommends the strategies and resources that will effectively meet or exceed them, which in turn, will promote CPA as a ‘Learning Organisation’.  
• Participates in the short and long-term planning of the DQ strategy in conjunction with General Manager, Organisational Development  
• Recognises the impact of cultural diversity on the team and adjusts work practices accordingly.  
• Empowers others to generate their own solutions.  
• Uses sound adult learning principles, research evidence and informed opinion to provide advice, make decisions and develop solutions that will be balanced and beneficial to CPA’s internal and external customers.  
• Participates in sector-wide networking to broaden content development opportunities for DQ in the disability sector. |
| Legislation / Standards/ Practice | • Maintains a detailed working knowledge of all standards and relevant government legislation e.g. OH&S, Disability Services Standards and Disability Services Act.  
• Understands the importance of sharing this information across the organisation.  
• Assists with the management and alignment of changes in practice or standards. | • Ensures that all of DQ’s online learning courses comply with the appropriate legislation and standards e.g. Privacy and accessibility  
• Actively participates in the review and development of appropriate online learning standards and policies relevant to disability  
• Represents CPA at the appropriate sector, state & national forums  
• Effectively contributes responses to relevant community and government legislation, regulations and standards about online learning developed on DQ |
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| Qualifications/ Experience | • Has a relevant three-year degree or equivalent level of specialised experience.  
• Highly experienced in specific functional CPA area. | E-Learning Developer  
• Minimum five (5) years experience working in an education, allied health or other relevant sector  
• Minimum five (5) years experience developing online learning  
• Is familiar with online learning environments and online learning communities  
• Demonstrates effective project management skills  
• Experienced with Articulate Storyline development software  
Professional development:  
• Committed to ongoing professional development in current trends, pedagogy and methodology in online education and competency-based training.  
• Develops and maintains individual learning plan and actively seeks opportunities to address learning needs in a targeted way |
| Customer Service Delivery | • Performs more complex administration duties.  
• Deals with small projects/working parties.  
• Deals with routine correspondence.  
• Produces reports according to timetable.  
• Meets with representatives from external customers/suppliers/organisations  
• Assists supervisor/manager with organising meetings and may participate as requested.  
• Is recognised as having specialist skills in a particular functional area of work | • Prepares online course design and development created in response to learning needs of internal and external customers  
• Prepares and offers regular project plans and reports of progress against the course development plan  
• Complies with agreed deadlines for online course development and reviews of existing courses  
• Maintains effective DQ customer relationships  
• DQ Community satisfaction and improvement suggestions are actively sought and responded to.  
• Carries out all reasonable activities as negotiated or directed by the General Manager, OD  
• Participates in activities and opportunities that support and present a positive image of CPA and its services and the broader community. |
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<td>• May assist in budget preparation and business planning.</td>
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<td>• May be involved in assisting their immediate supervisor/manager with employee related matters for the team with respect to recruitment, payroll, OH&amp;S, performance management.</td>
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<td>• May be asked to present work to internal services/departments</td>
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<td>• Presents a positive image of the organisation to the community and external customers.</td>
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Knowledge, Skills, Experience and Values:

Essential:

- Relevant Degree in Education or related area
- Minimum five (5) years’ experience designing and developing content for online training
- Experience with using Articulate Storyline rapid development software
- Committed to ongoing professional development in current trends in online learning
- Project management experience and superior ability to meet deadlines
- A strong working knowledge and understanding of contemporary adult learning principles
- Strong negotiation and influencing skills
- Excellent verbal and written communication skills
- Demonstrated Customer Relationship Skills
- Current Drivers Licence

Desirable:

- Minimum five (5) years’ experience working in education, allied health or a related area
- Comprehensive knowledge of the Disability Services Act (NSW) and Disability Services Standards
- Knowledge of the disability sector and the various roles of disability professionals

Signed....................................  Manager           Date..........................................

STATEMENT OF DUTIES

Human Resources does not require a Statement of Duties, however where duties vary amongst employees with the same (or generic) role description, the manager may choose to attach a detailed statement of duties to this document.