

Job Description

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| Position: | eLearning Specialist |
| Employment Status: | Part-time, 12 months Maternity Leave cover |
| Classification: | Social, Community, Home Care and Disability Services Industry Award 2010 |
| Responsible to: | Manager, Partnerships and Communications |

About MHCC

The Mental Health Coordinating Council (MHCC) is the peak body for non-government mental health community-managed organisations (CMOs) across New South Wales (NSW). MHCC has over 100 voting member organisations which provide a diversity of psychosocial and clinical services. MHCC advocates recovery oriented and trauma informed practice and works closely with its members and other stakeholders to build capacity and improve mental health service delivery to people with lived experience of mental health conditions, their families and carers in NSW.

MHCC takes a leadership role in advocating the vital importance of the mental health community managed sector. We participate extensively in policy reform and work in partnership with State and Commonwealth Governments to build cross-sectoral collaboration and understanding.

We initiate, manage and conduct research and sector development projects on behalf of and in partnership with the sector and build capacity through partnerships, collaboration and workforce development.

MHCC is a Registered Training Organisation (RTO) providing accredited and non-accredited courses and professional development to community sector workers and other stakeholders.

MHCC's Vision

People with lived experience are the drivers of positive change in all mental health services and mental health reform

MHCC's Purpose

To build the capacity and ability of community organisations to support people on their recovery journey

MHCC's Underlying Principles

- Good mental health is about the whole person: their psychological, physical, emotional and spiritual needs
- Service user input is central to the promotion of mental health and the delivery and management of services
- Communities need to provide a diversity of mental health services designed to meet local needs
- An across-government and sector approach to mental health promotion and service delivery is required

Position objective

The eLearning Specialist (eLS) is responsible for guiding MHCC's online learning strategy and direction as well as the design and development of MHCC online learning content. The ELS manages, develops and improves MHCC's Capacit-e online learning platform and online learning sites (e.g. Moodle and Learning Cart) and other web related programs as required.

Manage the development of Capacit-e online learning resources

- In consultation with the Manager, Partnerships and Communications and other stakeholders, set the direction of MHCC's online learning strategy to ensure MHCC is a cutting edge leader for online learning in the sector.
- Liaise with MHCC staff and key stakeholders to identify potential online content and resources to develop the Capacit-e online learning suite.
- Research, design and propose appropriate online solutions, research strategies and tools e.g. interactive evaluation tools, data gathering, training modules etc.
- Project manage all stages of online resource development projects including:
 - development of project plans and other project documentation, engaging relevant MHCC staff, key stakeholders and third-party providers as required
 - review and analysis of proposed content and development of project briefs for approval
 - coordination of the relevant staff and external providers for the development of online resources e.g. development of content with Subject Matter Experts, of visual design with Graphic designer, multi-media elements etc.
 - coordination of the implementation, testing, pilot and evaluation as well as on-going maintenance of online resources.
- Undertake the design and development of online learning resources, including selecting appropriate educational learning theories, chunking and storyboarding of content, design of interactive learning activities etc.
- Undertake the technical build and testing of online resources using Articulate Storyline or other development software.
- Coordinate and manage freelancers and contractors including writers, copywriters, designers, programmers etc. when required.
- Manage multiple online projects and maintain schedules and budgets.
- Ensure quality systems are maintained including version control and currency of documents and information.
- In consultation with the Communications Team, market and present web/digital strategies to diverse audiences.
- In consultation with the Communications Team, manage Capacit-e customisation and licenses.

Research, evaluate, implement and maintain e-learning platforms and technology

- In consultation with MHCC staff and stakeholders identify, research and evaluate required technology to support online learning environments.
- Manage the implementation of new online learning systems and training of staff as required.
- In consultation with Manager, Partnerships and Communications liaise with web hosting and other providers to negotiate cost effective and optimal service provision.
- Coordinate the development and distribution of information and documentation to online users.

- Coordinate the administration, maintenance and improvement of MHCC's online learning platforms, resources and other solutions e.g. Capacit-e, Learning Cart, Moodle etc.
- Work with other MHCC staff and consultants to maintain security of sites.
- Manage the documentation, implementation, marketing and monitoring of relevant online policy, guidelines and standards throughout MHCC.
- Advise MHCC staff on compatibility, cost effectiveness and suitability of new web technologies, online providers, programs and products.

Maintenance and reporting

- Track and report on online learning site performance, usage and other relevant site statistics.
- Work collaboratively with internal and external staff, content managers, IT support, designers, developers and other consultants to ensure online learning sites meet both clients and MHCC needs.
- Coordinate the proofreading and formatting of all online learning content, other electronic material, relevant documentation and marketing collateral.
- Keep current with emerging web and online learning technologies.
- Train MHCC staff, project officers and contractors to use online learning applications as required.
- Prepare papers and presentations for online learning initiatives to industry partners.
- Troubleshoot issues and develop ways to improve quality and effectiveness of online learning and resource presence.
- Ensure confidentiality and privacy legislation are met in all online products and processes.
- Develop and implement strategies to protect MHCC content and intellectual property.

Coordinate a culture for online learning in accordance with MHCC values

- Create and facilitate a climate that is conducive to participant learning and is reflective of MHCC principles.
- Ensure all online learning and processes recognise and reflect:
 - Consumer knowledge and experience
 - Carer knowledge and experience
 - Industry knowledge and experience
 - Research and policy
 - Recovery principles
 - Current best practice.
- Ensure online learning contributors positively represent MHCC at all times, understand MHCC mission and aims and actively make themselves aware of MHCC role as a peak body.
- Maintain an online learning culture that consistently represents MHCC values and its role as an industry based RTO that is responsive and adds value to the sector.
- Ensure that online learning is provided in a manner that represents MHCC's principles.
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service.

Other responsibilities

- Undertake market research to maintain currency in MHCC's approach to online learning.
- Support relationships with external service providers as required (graphic designers, multimedia experts, etc.).

- Provide coordination for projects as directed by the CEO and Manager, Partnerships and Communications.
- Provide creative input into projects as required.
- Actively participate in Communications Team meetings.
- Perform other duties as directed by the CEO and Manager, Partnerships and Communications.

Teamwork

- Work collaboratively with other team members.
- Actively engage with other team members in continuous improvement of MHCC.
- Attendance/participation at team meetings as required.

General responsibilities

- Undertake professional development to ensure competencies remain current with industry standards.
- Attend and participate in industry forums as required.
- Promote MHCC in a positive light at all times to the sector and other relevant parties.
- Support MHCC to prepare for audits, and other governance requirements.
- Provide comprehensive reports to the CEO and Manager, Partnerships and Communications as requested.
- Abide by the MHCC Policy and Procedures Manual at all times including workplace/legislative requirements.
- Abide by the Code of Conduct Agreement.
- Ensure the practice of Workplace, Health and Safety (WHS) Standards are maintained by staff and self.
- Ensure compliance with all Commonwealth & State legislative requirements governing the MHCC business activities (including but not limited to EEO, Anti-discrimination, WHS, VET).
- Participate in an annual performance appraisal.
- Seek formal supervision if required.
- Use equipment provided in a professional manner.