

POSITION DESCRIPTION

Issue date: 7 June 2023
Reviewed by: Rachel Green (CEO)
Approved by: Chris Fitzpatrick (People & Culture)
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Role:	Education Program Developer (Instructional Designer)
Employment type:	Full-Time, Fixed-Term (Part-Time considered)
Department/team:	Services
Position reports to:	CEO
Direct reports:	Nil
Salary range:	\$115,000 - \$130,000
Location:	Melbourne, VIC / Sydney, NSW
Hybrid working:	Minimum 1 day per week (part-time) or 2 days per week (full-time) in office unless otherwise agreed
Organisation overview:	<p>SANE is Australia's leading NGO for complex mental health. We are a medium-sized organisation (100 people with 60 volunteers) but we are driven, passionate and engaged. Our vision is an Australia where people affected by complex mental health issues live long and fulfilling lives, free from stigma and discrimination.</p> <p>We provide unique mental health services to those most in need, including counselling, peer support, groups, online forums and art programs. In addition, we educate, reduce-stigma, advocate and drive systemic change.</p>

POSITION PURPOSE

The Education Program Developer (Instructional Designer) will review existing and design new engaging and effective evidence-based and co-designed education programs and learning experiences ready for deployment across a range of platforms including internal LMS, partner LMS and SANE's unique community platforms. This position will support Programs and Services to manualise and develop bespoke training based on a needs and gap analysis to create e-learning content that empowers staff to achieve their potential based on established principles of training and adult learning, and implementation science to ensure SANE programs and services are delivered as designed.

The Education Program Developer (Instructional Designer) will undertake rapid reviews of available internal SANE program manuals, data, and high quality literature and evidence for review by SANE Research Director to establish and seek approval for learning outcomes and content maps; undertake codesign and focus groups to develop program materials and then lead the end to end design and development of education and training programs including creating pre and post learning surveys, working with SANE internal research staff, digital and analytics staff and SANE Research Director to collaborate and align with our lived experience, diversity and inclusion, privacy, data and ethics frameworks. This role will also closely apply SANE branding and style guides, involving marketing and communications at key stages to ensure that tone, messaging and content makes use of any appropriately applies SANE's identity, resources, stories and tone of voice.

This role will support SANE to build internal learning and development to better enhance the workforce to provide quality outcomes for SANE participants; and will also contribute to SANE strategic aims in breaking through stigma in the community.

Work Environment

SANE offers a supportive work environment and structures shifts to ensure sufficient time for self-care, case notes and annual training.

SANE is a leader in innovation, and our services continue to evolve in response to codesign and feedback from participants and members of our communities. To be successful in a role at SANE requires resilience, adaptability and open-mindedness.

SANE supports people with complex mental health issues and our work is incredibly rewarding.

In the course of work, you may regularly engage with people who are at times experiencing anxiety, frustration, anger, loneliness, psychosis or suicidal ideation, or who disclose experiences of trauma. SANE provides training and access to senior support, clinical practice training as well as providing all frontline staff with supervision. Skills in empathy, creating and maintaining safety, boundaries and de-escalation are essential for this role.

KEY FUNCTIONS

Key Relationships

- Programs & Services
- Marketing & Communications
- Digital and Analytics

- Research Director (University of Melbourne)
- Finance Team
- Marketing, Media and Communications
- Workforce Team

Key Accountabilities

- Producing creative and engaging training material to a clear, efficient and effective project plan.
- Develop learning programs end-to-end to a high quality, on time, within budget with little supervision.
- Developing assessment tools that accurately assess a learners competency
- Assisting in liaising with stakeholders to manage the ongoing delivery of training materials to meet the needs of SANE.
- Competent in the use of visual design, editing, video and software tools.
- Competent in designing for and implementing programs within a range of LMS environments
- Designing and developing evidence-based e-learning materials and training resources.
- Incorporate technology-based tools and engaging multimedia components into training to increase learner engagement and retention.
- Implementing and managing an eLearning Learning Management System to facilitate the design and delivery of online and on-demand learning experiences.
- Design accessible and inclusive programs that empower all participants to benefit from the learning experience to the fullest extent, recognising the diversity of participants and program cohorts.
- Able to manage within budget – adapting and improving existing content where relevant and appropriate.

KEY SELECTION CRITERIA

Qualification & Experience

- At least 4 years' experience designing evidence-based training / education programs for online/hybrid delivery.
- Certificate IV in Training & Assessment coupled with relevant experience in a similar role.
- Tertiary qualifications in education / educational design.
- Experience designing, developing and implementing Learning Management Systems.
- Experience in understanding internal and external stakeholder objectives and translating them into training interventions.
- Highly effective written and verbal communication skills.

- Experience in concurrently supporting multiple projects and priorities.
- Experience managing budgets and projects independently (minimum 2 years working autonomously).

Skills & Knowledge

- Experience designing and developing training for various delivery modalities, including eLearning, classroom training, virtual instructor-led training, and blended learning solutions.
- Similar level experience in Learning or Instructional Design, eLearning, Education, or related discipline.
- Demonstrated experience conducting research, citing relevant robust sources to ensure education and learning programs are based on sound relevant technical evidence evidence and theory of learning principles.
- Proven ability to partner and collaborate with key stakeholders and subject matter experts, and work at various levels within the organisation to build and maintain strong working relationships.
- Knowledge of adult learning, e-learning and social learning principles with the ability to apply in real world situations.
- Ability to understand and communicate concepts thoroughly and accurately.
- Accomplished presentation skills, including development and delivery to a wide range of audiences.
- High level understanding and applied experience in adapting learning to different audiences ranging from high school students through to adults, workforce, Executives, people with disabilities including intellectual disabilities.
- Demonstrated experience producing well referenced, evidence based and effective education, training and learning programs (as demonstrated through quality assessment and evaluation).

HIGHLY DESIRABLE






- Experience working with SharePoint and Salesforce.
- Experience in and an understanding of working in the not-for-profit sector.
- A passion and strong interest in mental health.

PRE-EMPLOYMENT CHECKS

All appointments to SANE are subject to:

- Reference Checks
- Right To Work in Australia
- National Police Check
- Working with Children Check

VALUES AND BEHAVIOUR

SANE Values	Expected Behaviours
 Respect	<ul style="list-style-type: none"> ▪ focus on the whole person and their strengths, not the illness, and believe everyone is entitled to a better life. ▪ treat everyone with grace and dignity while welcoming robust and constructive discussion. ▪ communicate our appreciation to those who give their time, advice, and financial resources.
 Collaboration	<ul style="list-style-type: none"> ▪ partner with others who share our vision, values, passion, and commitment. ▪ work with people with lived experience of complex mental health issues to build better services, policies, and programs. ▪ encourage and support each other to do the best work we possibly can by listening, communicating, and working as one team.
 Responsibility	<ul style="list-style-type: none"> ▪ do what is right, however difficult that might be. ▪ are accountable for the decisions we make. ▪ take good care of our physical and mental health and seek help when we need it.
 Celebration	<ul style="list-style-type: none"> ▪ celebrate great achievements (big or small) by ourselves and others. ▪ warmly welcome everyone who comes through our doors, and we create a fun, flexible and inspiring workplace that fosters personal and professional growth. ▪ broadcast to the world heroic stories of courage, resilience, and recovery.
 Innovation	<ul style="list-style-type: none"> ▪ have a passion for learning and disseminating creative solutions to real-world problems. ▪ embrace technology to build community and provide helpful information. ▪ seek out new ways to have greater impact through research, testing, and evaluation – always informed by people's lived experience of complex mental health issues.

OTHER INFORMATION

Note: The requirements and responsibilities contained in this position description are not intended to be all-inclusive, they may be changed by a manager during employment on an as required basis. Any significant or material

changes need to be discussed and agreed to by the incumbent and manager before inclusion. This role description should be reviewed formally during an annual planning and performance assessment process in consultation with People and Culture as required.

Equal Opportunity and Diversity Statement



SANE is an equal opportunity employer and is committed to providing a safe, culturally appropriate, inclusive service for all people, regardless of their ethnicity, faith, disability, sexuality, or gender identity. We are dedicated to developing and supporting a workforce that is well-equipped and motivated to make a real difference in the lives of people affected by complex mental health issues.

SANE strives to have a rich, diverse workforce which includes employing people with lived experience of mental health issues, Aboriginal and Torres Strait Islander people, people with disabilities, people from CALD and LGBTQIA+ communities, and people of all ages. We believe in building an inclusive workforce that sees human difference as a strength and supports our vision for all Australians affected by mental health issues to lead long and fulfilling lives, free from stigma and discrimination.

Acknowledgments



SANE acknowledges the Aboriginal and Torres Strait Islander peoples as traditional custodians of the land on which it operates, and pays respect to Elders past, present and emerging.