

Role Details

Title	Instructional Designer
Company	TriCare Limited
Reports to	Human Resources Manager
Direct Reports	Nil
Key Relationships	<ul style="list-style-type: none"> • Elderly Care Leadership Team • Elderly Care Employees • TriCare Corporate Support Team
Location	250 Newnham Rd, Mount Gravatt, Qld

Role Purpose

This purpose of this role is to redesign courses, develop entire course or learning pathways (curriculums) and create training materials, such as teaching manuals and student guides. The position will also be responsible for supporting the administration of the Learning Management System (LMS) which includes managing system integrations to ensure accurate data is maintained, troubleshoot access problems, provide relevant and accurate reports that support Managers to ensure all training is completed and support the Learning & Development Manager, where required. The position will also support the coordination of the Student Placement Program. This position is important because it ensures all employees are provided relevant and up-to-date training programs on systems, processes, and policies, so they are effective in performing their role for the business. It works to build on the business brand and reputation via the successful delivery of the Student Placement Program.

Responsibility Areas

Main Duties	<ul style="list-style-type: none"> • Design and develop training programs using instructional design methodologies, adult learning principles, and multimedia tools. • Collaborate with subject matter experts and stakeholders to identify learning objectives, content, and delivery methods. • Develop and deliver training materials in various formats including e-learning modules, instructor led training, virtual training, and job aids. • Evaluate training effectiveness and make recommendations for continuous improvement. • Develop and maintain training materials and job aids. • Work with the HR Manager to conduct needs assessment and analyse performance gaps to determine training needs. • Keep up to date with industry trends and new technologies in instructional design and training. • Administering the LMS (Litmos) and assist in providing access, solving operational queries and upload of new courses. • Monitor and respond to TriCare’s generic training email address.
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- Produce LMS User information sheets in collaboration with associated Managers. In addition, deliver face to face training on LMS if required.
- Assist managers to produce reports from LMS and run compliance audits on training at sites.
- Liaise with TriCare Information Services team regarding hardware and network problems.
- Ad hoc training on topics approved by HR Manager.

Experience

- At least 3 years' experience working in instructional design and training development.
- Experience with Articulate 360
- Experience in managing a Learning Management System
- Experience in eLearning operation and development of eLearning content
- Developing and delivering learning modules
- Proficient with Microsoft Office Suite and e-learning authoring tools.
- Aged Care Industry experience **preferred**.

Key Skills | Knowledge | Attributes | Other

- Ability to apply adult learning principles for the development, application, and evaluation of workplace training.
- Ability to deliver training such as workshops and eLearning both online and face to face.
- Excellent oral and written skills to support clear and accurate communication with internal stakeholders.
- Strong attention to detail and accurate recording of data skills.
- Excellent organisation and time management skills with the ability to prioritise.
- Ability to build and maintain good working relationships.
- Problem-solving skills and the ability to work with others to provide successful outcomes.
- A co-operative team player with the ability to work autonomously.

Licences & Qualifications

- Certificate IV in Training and Assessment TAE40122 is **essential**.
- Diploma of Training Design and Development TAE50216 is **essential**.
- Bachelor's degree in Instructional Design, Education, Training, or related field is **preferred**.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.