



Position: Sector Education Officer, APS 6
Location: All Commission locations
Reporting to: Assistant Director, Sector Education

Purpose of position:

We are looking for experienced education and communications professionals to contribute to the development of quality, best-practice content and resources to support the aged care sector. You will share our commitment to innovation and best practice and thrive in a busy team motivated by continuous improvement.

A number of full time APS6 opportunities are available on an ongoing and non-ongoing basis.

Working within a team of education professionals and instructional designers, the successful candidates will be responsible for developing, coordinating, delivering and quality control of a range of education products and programs for aged care providers, consumers and their representatives. The successful candidates will be responsible for developing educative resources including, but not limited to, static resources, videos and online learning. They will also be required to facilitate live sector workshops either solely or with a team of facilitators.

Key Accountabilities:

- **Education planning and monitoring:** Contributes to education and engagement planning and reporting and the ongoing review of progress and priorities.
- **Product design and development:** Designs, develops and delivers a wide range of effective learning solutions and programs from conception to release. This may include e-learning, face-to-face or virtual training, workshops, webinars, newsletters, experiential learning or peer-to-peer learning opportunities.
- **Coordination and delivery:** Contribute to coordination and facilitates delivery of the Aged Care Quality and Safety Commission's program of education activities and services both in a face to face and virtual online training environment.
- **Reporting:** Collates, records and reports on education/learning activities and outcomes, providing both qualitative and quantitative information to track success and identify improvements.
- **Quality assurance and improvement:** undertakes quality improvement activities, including review, evaluation and monitoring of education outcomes, identification of areas for improvement, and participation in sector improvement activities and projects as required.
- **Positive working relationships** with both internal and external stakeholders.

Key challenges:

- Deliver engaging education products/activities that uplift capability.
- Develop tailored information taking into account the needs of the identified target audience including aged care providers, workers and consumers.
- Demonstrate strong project management skills to ensure projects/activities are delivered within the required timeframes.
Balance competing demands to ensure that objectives are achieved



Essential Requirements:

- Experience in the design, development and delivery of communications products and activities, educational resources and/or training programs.
- Excellent written and verbal communication skills, including the ability to develop productive working relationships with both internal and external stakeholders.
- Demonstrated initiative in identifying and resolving problems or complex issues and working collaboratively to develop solutions.
- Ability to meet deadlines while balancing competing tasks and priorities.
- Demonstrated understanding of adult learning principles, and experience applying this to a wide range of learning solutions.
- Experience in the facilitation of educative workshops in a virtual or face-to-face environment.
- Demonstrated experience in content development using products such as Articulate RISE, Vyond and Canva.

Risk Accountabilities: As per the APS Code of Conduct.

Providers (residential and home care) and workers; peak bodies (particularly ACPA), consumer advocacy bodies (OPAN, COTA, Dementia Australia), Australian Government agencies, training providers, participants at education events, aged care consumers, families and advocates

Financial Accountabilities: Nil

People Accountabilities: Nil

Key Relationships:

Internal:

Director, Sector education Assistant Director, Sector Education Sector Education team Learning and Development team Operational Policy and Support team Communications team
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External:

Learners Aged care approved providers and workers Aged care consumers, families and advocates Peak bodies (particularly ACPA) Consumer advocacy bodies (Such as OPAN, COTA, Dementia Australia) Australian Government Agencies Training providers



Capabilities for the role: The APS ILS Framework applies to this position.

Capability Summary

Capability	Description	Behaviour Indicators
Supports Strategic Direction	Supports Shared purpose and direction	Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations.
	Thinks strategically	Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area.
	Harnesses Information and Opportunities	Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches.
	Shows Judgement, Intelligence and common sense	Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices.
Achieves Results	Identifies and uses resources wisely	Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.
	Applies and builds professional expertise	Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.
	Responds positively to change	Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
	Takes responsibility for managing work projects to achieve results	Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.



Supports productive working relationships	Nurtures internal and external relationships	Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations.
	Listens to, understands and recognises the needs of others	Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.
	Values, individual differences and diversity	Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.
	Shares learning and supports others	Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly.
Displays personal drive and Integrity	Demonstrates public service professionalism and probity	Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.
	Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved.
	Promotes and adopts a positive and balanced approach to work	Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.



	Demonstrates self-awareness and a commitment to personal development	Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.
Communicates with influence	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
	Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates confidently	Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders.