

Position Description

Position title	Digital Learning Coordinator
Department / Division	Digital Learning / Nursing Services
Classification	Grade 4 Year 1 – Grade 4 Year 5 (AO41 – AO45)
Position reports to	Associate Director, Digital Learning
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Digital Learning Coordinator works within the Digital Learning team in Nursing Services and provides operational and administrative support for the organisation's digital learning environment. The Digital Learning team delivers system administration, user support, and continuous improvement to ensure staff can access high-quality learning and mandatory training.

The Digital Learning team engages with stakeholders across RCH, including clinical teams, ICT, and external vendors, to ensure learning systems meet organisational needs. The Digital Learning Coordinator supports the effective delivery of digital learning by maintaining system data, assisting users, and contributing to improvements in system performance, user experience, and learning delivery across the hospital

ROLE PURPOSE

The Digital Learning Coordinator provides administrative, technical, and operational support for the RCH Learning Management System (LMS), branded Learning Hero. The role supports staff, educators, and managers in the effective use, development, and delivery of digital learning resources and programs.

The position plays a key role in maintaining LMS functionality, supporting users, and contributing to the development and maintenance of high-quality, accessible online learning content. The role works collaboratively with stakeholders to ensure efficient delivery of digital learning and compliance with organisational training requirements.

KEY ACCOUNTABILITIES

Administration

- Responds to assigned Learning Hero queries, resolving routine issues and supporting LMS-related activities.
- Investigate and resolve user access, enrolment, and system issues, escalating where appropriate.
- Support routine LMS administration including course setup, user management, and system configuration activities.
- Prepare and maintain LMS environments for key organisational events (e.g. new starters, graduates, mandatory training cycles).
- Assist educators and content owners in developing, uploading, and maintaining online learning resources.
- Develop and update eLearning modules using rapid authoring tools (e.g. Articulate 360), including quizzes, assessments, and interactive content.
- Apply basic instructional design principles to enhance learner engagement and learning outcomes.
- Assist with the creation of learning guides, assessments, and online tools within the LMS (e.g. quizzes, audiences, learning paths).

Customer Service / Stakeholder management

- Provide high-quality customer service and support to staff, educators, and managers using the LMS.
- Deliver basic training, guidance, and advice to users on LMS functionality and digital learning tools.
- Work collaboratively with education teams, ICT, and business stakeholders to support learning initiatives.
- Support managers and course owners with reporting and interpretation of training data.
- Communicate effectively with stakeholders regarding system updates, changes, and improvements.

Teamwork

- Work collaboratively within the digital learning and ICT / People and Culture / Education teams to support shared priorities and outcomes.
- Participate in team discussions and initiatives to enhance digital learning services.
- Share knowledge and support capability uplift across teams and stakeholders.
- Contribute to a positive team environment aligned with RCH values.

Leadership / Strategy

- Provide technical leadership in area of expertise
- Assist in monitoring and reporting on key performance indicators

Quality

- Ensure accuracy, consistency and quality of course structures, naming conventions, and system data.
- Test learning content within the LMS to ensure functionality and usability.
- Troubleshoot issues related to LMS functionality and learning content and coordinate resolution with internal teams or vendors where required.
- Maintain LMS documentation including administration guides, user guides, and process instructions.
- Support reporting processes by generating and validating LMS reports for stakeholders.
- Provide support in the design and structure of online learning to ensure usability, accessibility, and quality.
- Support the review and continuous improvement of digital learning resources to ensure they remain current and relevant.
- Promote consistent standards and templates for digital learning content across the organisation.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in related field and/or equivalent industry experience
- Demonstrated experience in supporting a Learning Management System.
- Experience providing administrative or helpdesk-style support in a digital or education environment.

Desirable:

- Experience using rapid eLearning authoring tools (e.g. Articulate 360 or similar).
- Experience developing training materials, user guides, or digital learning resources.

KEY SELECTION CRITERIA

- Demonstrated experience providing user support and administration in an LMS or similar system.
- Strong problem-solving skills with the ability to troubleshoot and resolve system and user issues.
- Ability to communicate technical information clearly to non-technical users.
- Demonstrated ability to support the development and maintenance of digital learning resources.
- Strong organisational skills with the ability to prioritise tasks and manage competing demands.
- Well-developed customer service and stakeholder engagement skills.
- Ability to work both independently and as part of a collaborative team.
- Attention to detail and commitment to data accuracy and quality.
- Demonstrated initiative and a continuous improvement mindset.
- Demonstrated high-level proficiency using Microsoft Office applications.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

June 2025