

JOB DESCRIPTION

POSITION	Senior Learning Specialist
BUSINESS UNIT	Clinical Education
RESPONSIBLE TO	Head of Clinical Education
LAST UPDATED	November 2024

Our Vision

We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

Our Purpose

Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

Our Values



JOB PURPOSE

The purpose of the Senior Learning Specialist is to analyse business and capability issues to ensure high quality learning outcomes are achieved. The Senior Learning Specialist will utilise their extensive knowledge and understanding of adult learning best practice to recommend innovative, engaging and effective learning solutions. The role is responsible for the design, development and evaluation phases as well as ensuring there is a focus on continuous improvement. The Learning Specialist will build strong stakeholder relationships across WFA, including with Senior Leaders, to become a trusted partner in increasing business results through learning.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over \$7 million each year through fundraising to ensure WFA services can remain free of charge.

Business Unit Perspective

The Clinical Education team deliver high quality learning and development programmes both internally and externally. The team provide best practice education and training to help Wellington Free Ambulance provide leading edge patient care and be a great place to work. The team provide:

- Signoff on Authority to Practice (process oversight, moderation of assessments and selection of preceptors)
- Ongoing continuing professional development for staff
- Development and maintenance of online education
- Graduate paramedic programme
- Driver training
- Delivery of New Zealand Resuscitation (NZRC) courses
- Delivery of Resuscitation Courses to external agencies
- Advice to the organisation regarding Clinical Education matters

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Best Practice Learning Design Methodology (<i>Support the implementation of a best practice learning model – ADDIE</i>)	<p>Analysis</p> <ul style="list-style-type: none"> • Supports the Senior CE Advisor to identify needs and performance gaps through learning needs analysis. <p>Design</p> <ul style="list-style-type: none"> • Designs learning solutions that meet business needs and contribute to the organisational strategy while following best practice. • Updates and maintains learning resources to ensure they remain current and applicable. <p>Development</p> <ul style="list-style-type: none"> • Develops learning solutions that meet business needs and contribute to the organisational strategy while following best practice. • Researches, recommends, develops and tests innovative L&D solutions that keep pace with WFA's changing environments.

KEY RESULT AREA	ACCOUNTABILITIES
	<p>Implementation</p> <ul style="list-style-type: none"> Pilot all learning solutions with Clinical Educators Update or change solution to reflect pilot feedback <p>Evaluation</p> <ul style="list-style-type: none"> Build and support implementation of evaluation framework for all clinical learning
Programme Management	<ul style="list-style-type: none"> Ensures all learning programmes refer to clinical best practice where required Utilises evaluation data to inform course and programme improvements and report on outcomes. Works with the Senior CE Advisor to agree priorities, deliverables and timeframes, Focus on continuous improvement and identifying any emerging issues as they arise Manage the Design and Development process of complex learning solutions
Learning Management System (LMS), Tools and Frameworks	<ul style="list-style-type: none"> Supports the rollout of new processes, policies and systems to ensure these are transitioned effectively into the business as necessary Supports the Learning Management System (LMS) Specialist in designing and developing course pages, troubleshooting issues and managing LMS queries.
Relationship Management	<ul style="list-style-type: none"> Effectively collaborates and communicates with internal and external stakeholders. Participates as an active team member and contributes knowledge and expertise needed to achieve WFA's outcomes. Develops effective working relationships with others to transfer knowledge and drive best practice.
<p>Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us.</p>	<ul style="list-style-type: none"> Be authentic, original, true Mā pango mā whero ka oti te mahi Act with kindness Aroha atu, aroha mai Lead by example Mahia te mahi, hei painga mo te iwi Keep getting better together Whaia e koe te iti kahurangi
<p>Health and Safety Complies with responsibilities under the Health & Safety at Work Act 2015.</p> <p>In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace.</p>	<p>All employees are responsible for:</p> <ul style="list-style-type: none"> Working in a safe manner to prevent risk of harm to themselves, others, or the environment. Complying and cooperating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements. Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. Alerting managers and health and safety representatives to any observed unsafe behaviours or situations.

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Head of Clinical Education
	Peers:	Clinical Educators, Driving Educator, LMS Specialist, Senior Clinical Education Advisor
	Direct Reports:	Nil
KEY RELATIONSHIPS	Internal:	Head of Emergency Ambulance Services, Head of Patient Transfer Services, Head of Event Medical Services, Paramedics, Clinical Quality team, Programme Delivery team, SLT, WFA staff
	External:	All external partners and suppliers and other contractors involved in clinical education work programme
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
Situational Adaptability	<ul style="list-style-type: none"> Picks up on the need to change personal and interpersonal behaviours Seamlessly adapts style to fit the specific needs of others
Being Resilient	<ul style="list-style-type: none"> Stays focused and composed in stressful situations Maintains a positive attitude and forward-thinking approach Takes constructive action to navigate difficulties or obstacles
Action Oriented	<ul style="list-style-type: none"> Readily takes action on challenges without necessary planning Identifies and seizes new opportunities Displays a positive can-do attitude in good and bad times Steps up to handle tough issues
Customer Focus	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external stakeholders Gets first-hand stakeholder information and uses it for improvements in products and services Acts with stakeholders' best interests in mind Establishes and maintains effective relationships with stakeholders and gains their trust and respect
Interpersonal Savvy	<ul style="list-style-type: none"> Relates comfortably with people of different levels, functions, cultures and locations Acts with diplomacy and tact Builds constructive relationships with people in an open, friendly and accepting way Picks up on interpersonal and group dynamics

CORE COMPETENCY	KEY BEHAVIOURS
Instils Trust	<ul style="list-style-type: none"> Follows through on commitments Is seen as a trusted individual, who can maintain confidentiality Accepts accountability for their actions Doesn't misrepresent her/himself for personal gain
Communicates Effectively	<ul style="list-style-type: none"> Delivers messages in a clear, compelling, and concise manner Actively listens and checks for understanding Adjusts communication content and style to meet the needs of diverse stakeholders Models and encourages the expression of diverse ideas and opinions
Te Tiriti o Waitangi and Cultural Expertise	<ul style="list-style-type: none"> Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work Applies tikanga in relevant work situations
Cultural Competencies	<ul style="list-style-type: none"> Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. There is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> A relevant tertiary qualification or equivalent experience 5-7 years' learning design experience Experience in adult learning theory and practice, or equivalent Strong relationship and stakeholder management skills Knowledge of and/or experience in the use of Learning Management Systems Ability to build quality learner focused solutions using Articulate 360 and other emerging technologies Ability to create learning for a variety of environments e.g. virtual, digital, face to face Attention to details and deadlines; ability to manage multiple initiatives or projects Sound analytical thinking, planning, prioritisation and execution skills Ability to be flexible and quickly adapt to the needs of a business's changing demands Demonstrated ability to work in a team environment and to develop and maintain effective work relationships Excellent communication skills, both written and oral, to suit a range of stakeholders 	<ul style="list-style-type: none"> Health sector knowledge Proficient in the full Microsoft suite including Microsoft Project and Visio Experience and knowledge of project management principles, methodologies and tools Experience using video, audio and image editing tools and techniques

Hours of work

The normal working week will be Monday to Friday; however, the nature of the duties may require work outside the normal hours from time to time.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.