



Position Description

Title:	Learning Systems Coordinator
Reports to:	Manager, Learning Hub
Department:	Workforce Development and Innovation
Location:	CHP Office: 2 Stanley Street, Collingwood VIC 3066
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 5.1
Employment Type:	Full-time (1.0 FTE)
Hours/Days:	76 hours per fortnight – Monday to Friday
Direct Reports:	Nil
Date of Review:	May 2027

Position Purpose

The Workforce Development and Innovation Team supports Victoria's Specialist Homelessness Sector (SHS) through high-quality professional development, including live training sessions, self directed eLearning, and capability-building initiatives.

This team manages the SHS Learning Hub—a central portal that coordinates all professional learning—and is recognised as the leading provider of innovative, evidence-informed development programs for the sector.

The Learning Systems Coordinator delivers two key functions:

1. Learning System and Training Coordination

The Coordinator is responsible for the technical management and continuous improvement of the Learning Management System (LMS) and other digital learning tools. This includes the end-to-end coordination of training activities - from enrolment to evaluation - ensuring a smooth and engaging user experience. The role also supports learners directly, across online and in-person environments, and contributes to system optimisation and learner engagement strategies.

2. Project and Administrative Support

The role is part of a small, collaborative team and reports to the Manager, Learning Hub. The Coordinator provides general administrative support to the Manager and to the broader team. The role also contributes to internal and external projects, offering coordination and planning support where required.



Key accountabilities and key performance indicators (KPIs)

Accountability Learning Management System (LMS) Administration

- Manage the LMS, ensuring accessibility, usability, data integrity, and alignment with compliance requirements. Maintain user accounts, permissions, and roles with appropriate access levels.
- Liaise with the LMS vendor to implement system updates, patches, and troubleshoot technical issues to ensure smooth operation.
- Oversee content uploads and course configurations, ensuring materials are properly structured and formatted (e.g. Articulate Rise, Survey Monkey, Kineo Learnforce).
- Generate analytics and reports to track learner progress, engagement, and training effectiveness.
- Coordinate with the Finance team to follow up on outstanding invoices, clarify cancellation refunds, and support learner communication around payments.
- Manage the Classroom Booking System (CBS) to provide trainers and venues with registration lists (including dietary and learning requirements), and record attendance.

Technical Support & User Assistance

- Provide technical support and troubleshooting to learners, facilitators, and team members.
- Develop and maintain user guides, FAQs and digital support materials.
- Deliver onboarding and support sessions to internal users and sector partners to build digital literacy.

System Development & Optimisation

- Work with the Manager, Learning Hub and the wider Workforce team to identify opportunities for system enhancements and learning technology innovation.
- Review the current LMS to assess whether it is fit for purpose and recommend improvements or alternative solutions.
- Assist in the integration of external tools and applications to enhance the user experience. Conduct regular audits to ensure security and data integrity.
- Liaise with LMS vendors and IT teams to implement improvements and resolve escalated issues.

Data & Compliance Management



- Ensure compliance with data protection regulations and organisational policy, with familiarity in Australian Privacy Principles.
- Maintain secure, auditable records of participation and outcomes for reporting. Assist with compiling reports on training outcomes for stakeholders and funders.

Training Program Coordination

- Schedule training sessions, book venues, allocate facilitators, and manage communications (e.g. reminders, follow-ups).
- Support participant engagement before, during, and after training sessions. Maintain accurate records of completions and certifications.
- Coordinate marketing communications for the Training Program, including e-newsletters and stakeholder updates from the training inbox, learning system and digital tools (e.g. MailChimp).

Project & Administrative Support

- Manage communications and meeting logistics for the Learning Hub team.
- Support project planning, coordination, and documentation across internal and externally funded initiatives.
- Respond to emails, calls and inquiries from the SHS Learning Hub inbox in a timely, professional manner.

Selection criteria

Qualifications

- Tertiary qualification or demonstrated equivalent experience in education technology, instructional design, or a related field.

Desirable skills and experience

- Qualifications or experience in project or change management.
- Familiarity with the Specialist Homelessness Sector (SHS) or adjacent human services sectors.
- Individuals with lived experience of homelessness are encouraged to apply.

Experience

- Experience managing and coordinating training programs.



- Demonstrated experience in LMS administration and digital learning systems support. Familiarity with learning and evaluation technologies (e.g. authoring tools, analytics dashboards, surveys).
- Proficiency in digital platforms and online course development.
- Strong troubleshooting, analytical and problem-solving skills.
- Excellent interpersonal communication skills, with ability to engage stakeholders at all levels.
- High level organisational skills, including time management and multitasking.
- Strong technical skills including Microsoft Word, Excel, PowerPoint and SharePoint. Familiarity with Australian Privacy Principles and legislative requirements.

Organisational context – Council to Homeless Persons

Purpose

CHP is the peak Victorian body representing organisations and individuals with a commitment to ending homelessness. CHP works to achieve this purpose through providing leadership in policy development, advocacy, capacity building and working in partnership with people who are or who have been without a home.

Vision

An end to homelessness in Victoria.

Guiding principles

CHP believes that homelessness is unacceptable, avoidable and within our reach to resolve. As a peak body and member organisation, CHP prioritises its work to where it can have most impact. To that end, CHP will:

- Develop, support and promote evidence-based research, policy and practice
- Maximise the effective influence of people who are or who have been without a home on the development of homelessness policy and practice
- In all of CHP's work, reflect the diversity of experience and the importance of inclusive practice, to benefit all Victorians impacted by homelessness
- Recognise Aboriginal people as the first peoples of Australia and work alongside them to realise their right to self-determination. Aboriginal people are the arbiters of good practice and must be empowered to make decisions about their own future
- Provide leadership in influencing and advocating for systems change. Implement effective strategies to influence decision-makers to both end homelessness, and to address the drivers of homelessness, including poverty, access to housing, discrimination, violence and access to appropriate health and community support
- Build the capacity of CHP members, the SHS and broader service sectors to achieve the best outcomes for people who experience homelessness
- Galvanise cross-sector collaboration to strengthen a shared commitment to ending homelessness. This includes working in partnership with other peaks and advocacy bodies, human service providers



including justice and health, government, private and philanthropic sectors, and with the community to enhance outcomes for people who experience homelessness.

Workforce Development and Innovation team at CHP

The Workforce Development and Innovation team at CHP supports the SHS sector through high-quality professional development, including live training sessions, self directed eLearning, and capability-building initiatives.

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