

Position Description

Senior Instructional Designer

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

The Senior Instructional Designer plays a key role in designing and developing engaging learning experiences that build the skills, knowledge and confidence of our people across Heritage Lifecare.

Working within the People & Culture team, this role ensures that learning is evidence-based, learner-centred, and aligned with Heritage's strategic and cultural priorities. The Senior Instructional Designer will partner with subject matter experts and leaders to transform learning needs into high-quality digital, blended and in-person learning solutions that are accessible, inclusive, and effective.

Reports to:

Head of Learning & Organisational Development

Direct Reports:

1-2

Functional Relationships:

- Executive Team
- Head of Learning &

- Organisational Development
- People and Culture Team
- Operational teams
- Quality & Clinical Teams
- Subject matter experts across the organisation
- Wider employee network

Key Accountabilities:

Learning Design & Development

- Design, develop and maintain digital, blended and face-to-face learning solutions using modern learning principles and technology.
- Apply instructional design frameworks and adult learning theories to ensure learning is engaging, practical and relevant.
- Develop, test and implement eLearning modules, videos, guides, and toolkits using platforms such as ELMO and other authoring tools.
- Ensure accessibility and inclusiveness in design, applying UDL (Universal Design for Learning) principles.

Stakeholder Engagement

- Collaborate with subject matter experts across the business to scope learning needs and translate them into design solutions.
- Consult with the Head of Learning & Organisational Development to align design outputs with organisational learning priorities and frameworks.
- Provide expert advice on design standards, templates, and best practice.

Quality & Evaluation

- Maintain consistent design quality and alignment with Heritage's brand, tone, and values.
- Evaluate learning effectiveness through data, feedback and analytics; recommend and implement improvements.
- Contribute to the development of design standards, style guides, and templates.

Innovation and Continuous Improvement

- Champion new technologies and methodologies in learning design (e.g., microlearning, scenario-based learning, gamification).
- Keep current with related technology and emerging trends in instructional design, digital learning, and user experience.
- Support, through extensive technical knowledge and skill, the continuous evolution of Heritage's learning management system (ELMO) content and experience.

Collaboration and Culture

- Support a culture of continuous learning across Heritage by promoting innovative and inclusive learning practices.
- Act as a collaborative and technical learning design mentor and advisor within the L&D team.
- Contribute to broader L&D and organisational projects as required.

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in

the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

N/A

Core Competencies

Core Competencies

Personal Attributes and Self-Management	<ul style="list-style-type: none"> • Demonstrates respect, empathy and interest in others. • Demonstrates a high standard of conduct and accountability. • Acts with courage, championing ideas, facing up to problems and taking necessary action. • Resilient: deals effectively with pressure, responds constructively to setbacks and recovers quickly. • Inclusive: Fosters an inclusive culture to support organisational goals
Leadership	<ul style="list-style-type: none"> • Provides thought leadership on instructional design • Coaches, mentors and supports others in applying instructional design best practice. • Adapts communication style depending on people and situation. • Maintains focus on own professional development. • Fosters learning from experience and sharing across the organisation. • Acknowledges great performance as part of everyday practice. • Provides support for addressing under-performance and develops high performers.

<p>Technical Systems and Solutions</p>	<ul style="list-style-type: none"> • Is technically proficient in using learning development systems and solutions and creating and maintaining online instructional material. • The ability to turn technical knowledge into business language. • A thorough and detailed understanding of the foundations and pillars of modern learning platforms and solutions with a desire to inject such learning into the way we do things at Heritage. • Strong communication skills and the ability to turn written content into meaningful online instructional learning. • Dealing with complexity in learning styles, content and systems and providing seamless operational and strategic outcomes from technical content. • A technical, analytical and systems mindset with a desire to keep abreast of related tasks, materials and solutions to ensure Heritage is at the forefront of e-learning methodologies.
<p>Deliver excellence with and through others</p>	<ul style="list-style-type: none"> • Critical thinking and sound decision-making: gets to the root cause of an issue and deals with it. Considers options and potential implications of decisions and makes evidence-based decisions. Can be relied upon to make sound decisions in a crisis. Deals with ambiguity. • Manages stakeholder relationships: Develops and maintains positive, effective relationships with care home and support office staff and has hard conversations as needed. Advocates for the dignity, autonomy, and well-being of residents and staff. Develops and maintains strategic, effective relationship with relevant industry stakeholders to promote the organisation's interests. • Knows what excellence looks like in instructional design practice and supports the development of systems, processes and education to transfer this into practice across the organisation. Works collaboratively on instructional design issues. • Influences others to ensure instructional design best practice is adopted: seeks to understand stakeholder positions, anticipates obstacles and works to ensure effective resolution; positions a case in a clear, persuasive and impactful way. • Leads by example, setting high standards of performance for self and others, with strong attention to detail. • Focuses on key areas and collaborates to deliver results.
<p>Manage Quality, Risks & Compliance</p>	<ul style="list-style-type: none"> • Owns & tackles issues and risks in own area before they escalate and does not walk past issues or behaviour that need to be addressed. • Seeks continuous improvement in instructional design practice across the organisation: Fosters a learning culture where reflection on practice and sharing learnings is the norm and role models a focus on learning, not blame, when

	<p>things go wrong.</p> <ul style="list-style-type: none"> • Keeps up to date with industry compliance needs and ensures these are incorporated into learning, as appropriate.
Drive Business Performance & Growth	<ul style="list-style-type: none"> • Understands commercial drivers in aged care and proactively keeps abreast of developments that affect business performance in own area of expertise. • Thinks and acts strategically: considers impacts of decisions on business performance. Plans and communicates appropriately to support delivery of workstreams that contribute to the organisation's strategic objectives.

The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.