POSITION DESCRIPTION
Interactive Learning Content Design
Field Support Officer (FSO)

Period: 12 Months
Start date: July 2020
Reports to: Design Lead, Good Return
Works closely with: CAFE program team, RIF Academy technology program team
Location: Phnom Penh, Cambodia
Level of effort: 38 hours per week plus occasional weekend activities
Time off: 30 days accrued throughout the year, inclusive of public holidays; to be taken prior to placement completion date.

FSO Program Objectives
The objectives of the Field Support Officer (FSO) Volunteer Program are for FSOs to:

- Gain valuable experience living and working in a developing country as part of a professional team
- Assist with the implementation of Good Return and partner objectives and specific programs
- Strengthen relationships with partners by enhancing communication and coordination
- Support Good Return’s communications and marketing

The FSO Program has enabled previous volunteers to build their careers in the international development sector, with a number now in paid roles both in Australia and overseas.

RESPONSIBILITIES
Develop and design interactive and engaging learning modules and resources deployed primarily through online and other digital channels with initial focus on utilising an eLearning platform.

1. Interactive Learning Content Design and Development (70%)
   - Utilising training or competency needs assessment, conceptualise the learning curriculum/module including the instructional design process, learning paths, content and resources.
   - Develop course content materials/media such as images/pictures, animation, voice over/audio, video, gamification, etc.
   - Participate in working groups associated with education and training when required
   - Develop eCourses within content development software, i.e. Articulate Rise, Storyline, etc.
   - Create high quality suite of e-learning materials to suit online and blended learning methodologies
   - Provide advice and recommendations to training staff with regard to the integration of e-learning
   - Identify gaps and develop the necessary training materials by applying tested instructional design theories, practice and methods
   - Collaborate with relevant team members or external subject matter experts to develop activities and capture e-learning content to produce meaningful course interactions to increase learning and retention.
   - Participate in eCourse curriculum review/content audits as required
   - Provide training/capacity building to internal team/external partners to support the effective use of eCourses/materials.
2. Continual Improvement Monitoring learner satisfaction and feedback (30%)

- Monitor learner satisfaction and feedback by collecting and utilising information such as: learner usage, course uptake, effectiveness, functionality, etc. and make recommendations to improve the curriculum/eCourse.
- Support the annual review/evaluation and updating of all ‘public’ and Good Return internal eCourses within RIF academy to ensure relevance and effectiveness.
- Provide input on existing elearning courses design and content within the RIF Academy.
- Support learning and resources research to gain deeper insight and understanding of the needs of the microfinance and social development/financial inclusion sector to inform ecourse refinement or new development.

CITIZENSHIP

You must be an Australian citizen or have permanent residency to apply for this position. Applicants not meeting this requirement will not be considered.

ESSENTIAL SKILLS AND EXPERIENCE

- Experience in design, development of learning interventions through any of the different channels: face to face, elearning, multimedia (including social media)
- Experience & skills in developing elearning content, materials, and resources through digital means (gamification, audio/voice over, image, videos, online interactive activities, etc.)
- Experience or familiarity in the application of adult learning principles and practices in the development or delivery of elearning activities or interventions.
- Awareness and familiarity of learning needs and resources and assessment approaches and the use of behaviour change techniques in influencing learning.
- Good authoring skills in captivate resources, storyline resources and other authoring tools.
- Able to listen and adapt to different cultural context
- Willing to travel to local communities where and when necessary
- Passion to help others learn and improve their lives.
- Independent living or travel experience, preferably in a developing country
- Self-motivation and desire to learn
- Strong written and verbal communication skills
- Strong writing skills and an ability to adapt content for various channels and audiences
- Experience working in a cross-cultural context, especially within teams
- Teamwork skills

DESIRABLE SKILLS AND EXPERIENCE

- Experience living and working in a developing country (preferably in the Asia Pacific region)
- Knowledge of/experience in monitoring and evaluation
- Foreign language skills (especially Asia Pacific languages)

ESSENTIAL PERSONAL QUALITIES

- Independence and resilience
- Cross-cultural awareness and sensitivity
- Patience, tolerance and open-mindedness
- Responsible (for own actions, upholding integrity)
- Initiative and ability to adapt to isolated settings with limited resources
- A sense of humour!
ALLOWANCES AND SUPPORT

Pre-departure:
- Induction training at Sydney office (4 days)
- Health check and vaccination expenses
- Visa expenses
- International airfares at the commencement and conclusion of the assignment

Settling in:
- Initial accommodation arranged; it is the responsibility of the FSO to secure long-term accommodation
- First 2 monthly allowance payments paid in advance to assist with set-up costs in-country
- Orientation support (negotiating lease agreements, shopping options, etc.)

During assignment:
- Support, monitoring and security guidance from Supervisor and Good Return regional & Sydney offices
- Monthly allowance (to cover living and accommodation expenses)
- Language allowance
- Travel insurance
- Professional development opportunities
- Debrief following conclusion of placement

ABOUT GOOD RETURN

Good Return’s mission is to enable those living in poverty to achieve economic empowerment. We do this by working in partnerships that innovate and strengthen financial services and provide economic opportunities for those living in poverty across the Asia Pacific Region.

Our work focuses on promoting responsible inclusive finance, building financial capability & consumer empowerment, and developing smallholder agribusiness solutions. We also deliver interest free loan capital raised from the Australian public. Together these powerful tools empower people to create lasting change for themselves.

Good Return is an initiative of World Education Australia, an international development agency accredited by Australian Aid and a member of the Australian Council for International Development (ACFID). Good Return has no religious affiliations. Visit www.goodreturn.org.au for more information.

ABOUT OUR PARTNERS

We have been working in partnership with various Financial Service Providers across the Asia Pacific Region since 2010. Our current partners are located in Cambodia, Nepal, Laos, Philippines, Solomon Islands, Fiji, Tonga & Samoa.

Our partnerships are based on a shared mission to provide responsible microfinance services to people living in poverty as well as build the financial capability of their clients. Our partners are committed to improving their social performance management systems, which includes implementing the seven client protection principles. For more information Social Performance Management & Client Protection:
- http://www.microfinancegateway.org/p/site/m/template.rc/1.11.48260/1.26.9231/

Please visit our website (www.goodreturn.org.au) for further information on our partners.