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<b>Job Posting #</b>	2021-01
<b>Title:</b>	Continuous Quality Assurance Design and Innovation Specialist
<b>Classification:</b>	Professional
<b>Employment Duration:</b>	Temporary, Full Time (12 months)
<b>Salary Range:</b>	\$79,491 to \$99,402
<b>Location:</b>	Toronto, ON

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The Ontario Association of Children's Aid Societies (OACAS) has represented Children's Aid Societies in Ontario since 1912, providing service in the areas of government relations, communications, information management, education and training to advocate for the protection and well-being of children.

Reporting to the Manager, Learning Development and Evaluation, the Continuous Quality Assurance Design and Innovation Specialist works within the OACAS Learning department to facilitate and manage the training and quality initiatives of all province-wide professional development offerings and experiences within the child welfare sector.

Using a lens informed by equity, anti-Black racism, anti-Indigenous racism and anti-oppressive principles, this position provides leadership in continuous accountability and quality improvement in OACAS Learning through researching and analyzing programs, initiatives, trends, data, issues, and best practices in education and communicates relevant information internally to provide knowledge and expertise for planning and decision making within the department.

The position collaborates with the Learning Development and Evaluation team in the creation of curricula, ensuring incorporation of continuous evaluation approaches. In consultation with the OACAS Senior Leadership Team, the position will also provide support and leadership to the Learning Delivery and Leadership, as well as the Learning Systems teams on topics related to design thinking, process improvement, quality assurance and journey mapping, and embedding these tools into projects and work.

This position is responsible for the development and implementation of sector-wide feedback processes to collect data to inform improvements to curricula, learning delivery and user experience. The position leverages Design Thinking principles including collecting stakeholder feedback, idea generation, prototyping, and storytelling to foster solutions-focused, innovative efforts that focus on positive end-user experiences.

The Continuous Quality Assurance Design and Innovation Specialist will develop, implement and monitor sound learning policies and procedures related to learning quality assurance, including the integration of internal and external stakeholder feedback, and ensure that the department engages in effective program curriculum review and renewal processes.

#### **Duties and Responsibilities:**

1. Provides expert advice, knowledge and guidance in the design of educational frameworks to use in the design, development, implementation and evaluation of training activities.

2. Work cross functionally within the Learning department to ensure consistent management of curricula and quality programs and initiatives, including the delivery and evaluation of learning objectives, performance outcomes, educational supports as well as evaluating training sessions.
3. Assist in designing and implementing measurement programs to understand training impact and inform future decisions about learning and development programs.
4. Perform quality assurance reviews by implementing all phases of quality assurance and improvements strategies through the design, utilization and analysis of surveys, interviews and focus groups, workflow studies, reports, trends, and best practices.
5. Provides leadership in the Design Thinking processes to create value for the sector by focusing on core products and services, processes and support systems, technical performance, and organizational and employee interactions.
6. Manages the implementation, and reporting functions for the Quality Assurance and Program Evaluation section of the Education Services contract.
7. Plans, develops and evaluates curriculum in response to changes in competencies, practice, legislation and regulation, emerging trends, best practices, learning needs assessments, gap analyses, feedback from training participants and trainers, and other evaluation mechanisms.
8. Fosters Design Thinking processes in OACAS Learning teams to create innovative solutions for end- users.
9. Develops and implements strategies to promote continuous quality improvement in OACAS Learning curriculum development and delivery inclusive of close collaboration with OACAS Learning managers.
10. Collaborate with key stakeholders to perform needs analyses, identify sector opportunities and implement appropriate training solutions.
11. Conducts research and/or collaborates with program analysts to identify and assess sector developments, trends, best practices, policy directions that impact training development and delivery and to identify and evaluate new technologies and emerging innovations in training and development.
12. Manages learning design and evaluation projects, including developing and monitoring project work plans and milestones; liaising with curriculum/learning resource development and revision committees; organizing project teams/subject matter expert informants; engaging vendors (developing RFP's, selecting and managing vendors); and reporting progress and results.
13. Fosters an environment of high performance, with an emphasis on service excellence, continuous improvement and teamwork to achieve high standards for the department.
14. Ensures Association's Accountability Statements including but not limited to Confidentiality, Code of Conduct, Diversity, Discrimination and Harassment policies, etc. are embodied personally, as well as and within the team.
15. Perform other duties as required.

## **Qualifications:**

### **Education and Experience**

- Post secondary degree with credentials related to business analysis, statistics and research techniques and program evaluation
- A minimum of 5 years of quality assurance experience, preferably in the child welfare sector; OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job

### **Knowledge and Skills**

- Advanced knowledge of educational theory, program design strategies, technologies, trends and best practices applicable to both online and instructor-led learning programs
- Advanced knowledge of Quality Assurance principles and best practices
- Familiarity with various learning delivery models including online, blended, and classroom; knowledge of the theories and practices of eLearning and the implementation of synchronous learning environments
- Ability to design and administer data collection tools (online surveys, interviews and focus groups), and synthesize both quantitative and qualitative information for use in decision-making and communicating with external parties
- Ability to identify opportunities and approaches to apply leading edge ideas and techniques to enhance the OACAS training program
- Excellent facilitation, presentation, oral communication and listening skills to conduct consultations, focus groups, webinars to diverse audiences
- Innovative thinker with the ability to promote continuous improvement and to lead and influence change
- Exceptional interpersonal, collaboration and relationship management skills to interact effectively as a team member as well as build and nurture effective working relationships with member agencies, colleagues in other jurisdictions, partners and stakeholders
- Well-developed conceptual and analytical skills and political acuity to assess complex issues and implement or recommend effective strategies and solutions
- Excellent, demonstrated written communication skills
- Strong negotiation skills and ability to foster cooperation, build consensus, gain support and influence decision making and outcomes
- Project management and problem-solving skills with the ability to identify and resolve challenges both autonomously and collaboratively
- Demonstrated ability to manage competing demands and tight timelines
- Excellent knowledge of statistical software and database applications
- Proficiency in the full suite of Microsoft Office products

### **Assets:**

- Experience working with First Nation, Metis and Inuit and/or francophone communities
- Knowledge and experience in child welfare or social services
- Teaching or training experience with adult learners

- Experience working with Government and not-for-profit organizations
- Bilingual English/French

**Requirements:**

**APPLY ONLINE at <https://jobs-oacas.icims.com/jobs/intro> by end of day Tuesday, February 9, 2021. Please attach a cover letter and resume in one file.**

*We thank all candidates for their interest; however only those considered for an interview will be contacted.*

*OACAS is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital / family status, sexual orientation, gender identity, aboriginal status, age or disability.*

**Accommodation at OACAS**

*We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests for the application, interview or selection process known in advance by contacting the Human Resources Department at 416 987-7725. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.*