



Job Posting #	2021-20
Title:	Learning Delivery Specialist
Classification:	Professional
Employment Duration:	18-month Contract, Full-time
Salary Range:	\$72,304-\$90,419
Location:	Toronto, ON

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 Delivery and Leadership, the Learning Delivery Specialist is responsible for leading the planning, implementing/delivering and maintaining the OACAS Learning Programs for the child welfare sector and its community partners. This position will need to establish and maintain effective, positive and productive working relationships with all Children's Aid Societies and their stakeholders by building and supporting the child welfare organization's overall capacity for development, through leading collaborative learning planning, executing communication plan as required and providing direct supervision of the trainer development process, regionally and provincially.

As a key member of the OACAS Service and Learning department, the position will collaborate with agency partners to consult on staff learning needs, analyze survey results, recommend and develop a provincial learning delivery schedule that supports both local and provincial learning development and delivery plan. The position intersects and collaborates across the organization and CAS agency partners to develop and manage a calendar of digital and classroom learning programs to ensure that child welfare professionals, resource parents and community partners of the child welfare sector, have the skills and knowledge required to serve children, youth, families and communities.

The incumbent must understand Equity, Diversity and Inclusion and have experience and understanding in working with Indigenous stakeholders and communities.

Duties and Responsibilities:

1. Leads the following services related to logistics of the training for the province of Ontario:
 - Develop and conduct training needs assessment survey
 - Develop and publish training calendar based on the collaborative zone planning initiatives
 - Assign/contract trainers to training sessions
 - Update training calendars and schedules within myOACAS Learning Portal
 - Administer payments and invoices
 - Be the first line of contact for Agency Training Leads and Facilitators on:
 - i. myOACAS Learning policies and procedure
 - ii. Prior Learning Assessment

- iii. Child Welfare Pathway to Authorization Series
 - iv. Support the delivery of new online learning and content to the broader child welfare field
 - v. Aid in the capacity building of agency-based and sessional trainers
 - vi. Respond to course content inquiries
2. Manages and maintains all training delivery related contracts, including:
 - Trainer contracts: annual renewal, professional development
 - Agency training agreements (on a session or series of sessions basis)
 - Training venue procurement and contracts
 3. Executes the implementation and pre and post launch of all classroom and hybrid course projects (new and revised) to OACAS members, Children’s Aid Societies and external partners:
 - Work with project members (Learning Development and Evaluation team, Learning Systems team) to carry out all pilot curriculum and/or program
 - Manage the recruitment process of the facilitators; which includes coordinating the job posting with the HR department, being the lead interviewing panel member, establishing the interviewing panel, reviewing job applications/documentations, scheduling interviews and, communicating the results to facilitators
 - Proactively address issues, action items and risks; escalate and report on critical issues in a timely manner to project members
 - Carries out and manages delivery of courses post-pilot:
 - i. Schedule and assign facilitators to training sessions
 - ii. Weekly communications with Agencies to promote courses as well as solicit feedback from facilitators/Agency Training Leads
 - iii. Maintain inventory of facilitators to support the delivery plans
 - iv. Ensure courses are delivered within the allocated budget and under the OACAS Learning Policies and Procedures
 4. Manages and maintains the high quality and adequate inventory of facilitator rosters to support the training demands, including evaluation of current facilitators as well as development of new facilitators
 - Supports the professional development of all facilitators
 5. Manages the publication and communication of the “Let’s Talk Learning” and “The Hub Newsletter” newsletter and webinar presentation (as required) which includes
 - Procure, create and finalize the content and design of newsletters
 - Distributes the publications to subscribers using current OACAS communication platform
 6. Manages/oversees the PRIDE Pre-service online training services for private and international adoption applicants
 - scheduling training sessions, recruiting trainers and posting course schedule on Adopt Ontario website
 - supporting parents (learners) from account creation, registration, payment and learning experience
 - supporting trainer with technical/registration issues, trainer invoice submission

7. Builds solid and trusting relationships between OACAS and OACAS members, Children's Aid Societies and external community partners as well as all facilitators (OACAS sessional trainers/presenters and Children's Aid Society agency-based trainers) through excellent and timely customer support
8. Responsible for administering the myOACAS Learning Portal by setting up training sessions and learning paths for registration. Monitors all registrations as required
9. Ensures data integrity and smooth operations of the myOACAS Learning systems to meet Ministry standard requirements
10. Responsible for replying in a timely manner any training-related customer support requests submitted through the help desk ticketing system (Zoho)
11. Contributes to the development of the Learning Delivery and Leadership team goals/objectives, budgets, service plans, policies/procedures etc. in collaboration with other members of the team
12. Perform other duties as assigned.

Education and Experience

- Post-secondary degree in Adult Education, Information and Learning Technologies or related field;
- Minimum of 5 years' working experience within the area of learning and development, recruitment, human resources, or related area; OR
- Equivalent combination of education and experience to successfully perform the essential duties of the job

Knowledge and Skills:

- 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, trainers, and stakeholders
- Excellent organizational skills through proven ability to organize workload, determine priorities, collaborate with other team members and accept personal responsibility for the completion of tasks in keeping with leadership role
- Continuous management of multiple priorities in a fast-paced environment with high workload and strict deadlines
- Excellent problem-solving skills and initiative to proactively identify and resolve problems and issues
- Ability to work well under pressure of deadlines and high volumes while maintaining a consistently high-quality standard of work
- Excellent communication skills, both verbal and written

- Able to make independent decisions, within defined guidelines, with a willingness to take directions
- Demonstrated ability to develop solutions in consultation with team members as well as broader members of the organization
- Strong understanding of the delivery of workplace adult learning programs
- Proven ability to complete full training cycles (need assessment, plan, develop, coordinate, monitor and evaluate)
- Well-developed conceptual and analytical skills to analyze results of learning needs assessments, evaluate third party learning solutions
- Strong knowledge of best practices and trends in adult education and learning delivery
- Knowledge of the child welfare sector in Ontario; understanding of issues affecting child welfare service delivery and their implications for effective learning delivery
- Knowledge of learning management systems and web delivery tools
- A broad understanding of the importance of diversity, equity and inclusion organizational change initiatives, and the intersecting issues that impact marginalized identities in child welfare
- Experience working with Indigenous communities and stakeholders, and knowledge of Indigenous history and context

Assets:

- Bilingual English/French.

APPLY ONLINE at <https://jobs-oacas.icims.com/jobs/intro> by 5:00 p.m. on Friday October 22, 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.