



Job Posting #	1024
Title:	Service Analyst, Learning
Classification:	Professional
Employment Duration:	Contract/Secondment, Full-Time
Salary Range:	\$83,522 - \$ 104,442
Location:	Toronto, ON

The position of Service Analyst, Learning will support the work of the Practice Transformation Department by bringing a deep understanding of current and evolving child welfare practices. The position provides expert Child Welfare advice and guidance to various stakeholders within the Practice Transformation team, particularly service colleagues, instructional design and development specialists. The position will also collaborate with other key OACAS staff and partners to help identify Ontario child welfare sector service delivery needs to inform a sustainable learning and development strategy.

The role works with Instructional Design and Development Specialists in course design and establishing effective delivery methods, clarifying learning objectives and defining key takeaways, and developing clear and practical learning and/or knowledge translation materials. This position works to ensure that legislation, regulations and child welfare policies and practices are appropriately communicated to Children's Aid Societies through training. The position influences colleagues by working through an equity and inclusion lens and bringing a keen awareness of the marginalities of communities often serviced by the Child Welfare sector, to help ensure that equity content is embedded in all facets of the Practice Transformation content and services. The position will engage with Children's Aid Societies and Indigenous Child and Family Well-Being Agencies and provide knowledge and expertise to facilitate the work of OACAS departments and support planning and decision making within the organization.

The areas of scope for the Service Analyst, Learning include the spectrum of child welfare service including after hours, intake and assessment, family service/ongoing, children and young people in care, youth transitioning from care, resource parents (general foster/non-relative, kinship service and kinship care), adoption, family visits, Indigenous child welfare, Francophone child welfare, Ontario Practice Tools (OnLAC, PRIDE, SAFE, Eligibility Spectrum, Interagency Protocol). The ideal candidate has had exposure to the full continuum, work experience in some and a willingness to explore all to fulsomely represent the needs and diversity of the sector.

Duties and Responsibilities

- Monitors and analyzes service and policy trends, activities and changes, including legislation, regulations, policies, and standards related to the child welfare sector and be able to clearly articulate these using both written and oral communication.
- Serves as a primary source of knowledge on Child Welfare topics that are relevant to curriculum and the Practice Transformation team; helps to make linkages to other child welfare and related subject matter experts and works with them to ensure learning solutions address needs.
- Works with Instructional Design and Development Specialists in course design and establishing effective delivery methods.

- Clarifies learning objectives, assists in defining the key takeaways of learning opportunities, distills required learning content in such a way that information is easy to understand, seat time is reduced, and quality is not diminished.
- Contributes to the development of clear, concise, and practical learning and/or knowledge translation materials (e.g., facilitator speaking notes, eLearning slide and narration content, case scenarios, discussion questions, transfer of learning exercises and assessment questions) in collaboration with OACAS Instructional Design and Development Specialists.
- Provides, receives and works with colleagues to act on feedback to improve the quality of learning content and fill in gaps.
- Influences colleagues and content by working through an equity and inclusion lens and bringing a keen awareness of the marginalities of communities often serviced by the Child Welfare sector, to help ensure that equity practice principles are embedded in all facets of the Practice Transformation content and services.
- Supports members of the Practice Transformation team by building relationships with stakeholders including Indigenous partners to ensure Indigenous context and history are embedded in all learning courses, resources and practices.
- Conducts environmental scans; identifies and analyzes emerging issues and their impact and develops, assesses and recommends possible solutions.
- Analyzes and synthesizes data and information to determine its significance, impact and relevance to the Ontario child welfare sector and recommends how and to whom it should be communicated.
- Organizes and co-facilitates Community of Practice gatherings and other OACAS Learning facilitator meetings to foster regular opportunities for facilitators to share and learn from each other and OACAS.
- Works with OACAS Learning Facilitators and Instructional Design and Development Specialists to co-facilitate Facilitator Development courses.
- Supports stakeholders such as course facilitators and agency supervisors by providing expert advice and guidance, mentoring; developing information materials; responding to inquiries; delivering webinars or other information/training sessions; liaising with networks and committees.
- Facilitates consultations with member agencies, partners and stakeholders; obtains input and feedback; promotes understanding and cooperation; builds consensus.
- Seeks to understand marginalized voices to ensure that material and content that may have been historically oppressed can be shared and disseminated with team members.
- Participates in and supports OACAS advisory committees, interagency groups and networks; represents OACAS at various meetings as appropriate.
- Writes and/or contributes to reports, issue notes, position papers, submissions, training materials and other documents.
- Prepare and deliver presentations to networks, project teams, individual member agencies and other stakeholders.
- Perform other duties as assigned.

Qualifications

Education:

- Undergraduate or graduate degree in Social work or related field;
- Minimum 5 years recent experience working in the Ontario child welfare sector; or
- An equivalent combination of education and experience to successfully perform the essential duties of the job.

Experience:

- Knowledge of the Child, Youth and Family Services Act, 2017, inclusive of Part X and Ontario child welfare policies, standards, programs, tools and processes.

- Knowledge, and a commitment to centering, the enshrined rights of children and young persons under the Child, Youth and Family Services Act, 2017.
- Awareness of the current legacies in child welfare that result in disproportionalities, disparities, intergenerational trauma, higher rates of human trafficking, self-harm and suicide among marginalized youth and the intersection of the social determinants of health.
- Experience working with diverse populations through an equity and inclusion lens, and a keen awareness of the marginalities of communities often serviced by the Child Welfare sector.
- Demonstrated commitment to an anti-oppressive, anti-racism and decolonizing practice.
- Ability to collaborate and develop partnerships with Indigenous agencies and communities to embed an Indigenous worldview within learning products and a commitment to decolonizing practice.
- Experience with intake, assessment, investigation, and family services/ongoing services and/ or with children and youth services, resource families and alternative care providers.
- Passionate about training, designing and facilitating learning opportunities, and demonstrated willingness to share and coach others; experienced as a trainer/facilitator preferred.
- Knowledge of current adult learning theories, principles, program design strategies, technologies, trends and best practices applicable to both self-study and instructor-led learning programs or a willingness to learn.
- Familiarity with various learning delivery models including asynchronous online, virtual classroom, blended, and in-person classroom.
- Ability to comprehend and provide advice on policies, program frameworks, guidelines and legislation and a commitment to staying current with emerging issues related to the children, youth and families that intersect with the child welfare system.
- Superior written communication skills and able to develop clear, concise documents such as reports, consultation papers, and responses to information requests; and for learning assignments: demonstrated experience/ability to develop practical learning and/or knowledge translation materials (e.g., case scenarios, facilitator speaking notes, discussion questions, exercise and assessment questions)
- Excellent analytical skills and judgment to interpret and assess information and issues; determine significance, relevance and implications; identify options to address issues; and recommend how, to whom and in what format information should be distributed.
- Highly organized and ability to work with tight deadlines and deliver on time.
- Excellent facilitation, presentation, oral communication and listening skills to conduct consultations, focus groups, webinars.
- Strong consulting and problem-solving skills to provide expert assistance, advice and guidance to internal team members and member agencies.
- Strong interpersonal, collaboration and relationship management skills to interact effectively and build and nurture effective working relationships with internal colleagues, member agencies, colleagues in other jurisdictions, partners and stakeholders.
- Strong negotiation skills and ability to foster cooperation, build consensus, gain support and influence decision making and outcomes.
- Project management skills to lead, develop, plan, implement, monitor and evaluate projects; contract management skills to manage vendors.
- Proficiency in full suite of Microsoft Office products, and virtual meeting/presentation tools such as Zoom and Teams.

Assets:

- Bilingual English/French

APPLY ONLINE at:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=5504a194-52e8-4f07-ae3b-2acc61f702f0&cclid=19000101_000001&lang=en_CA

By *Until Filled*.

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.