



Position Title: Learning & Development Advisor
Division: Human Resources
Department: Human Resources
Location: Alex Taylor School

Position Summary

Work with Human Services Manager to plan, direct and coordinate training and competency based learning programs to enhance the knowledge, skills and capacity of e4c's employees. Assess agency training requirements and develop curriculum and training per needs. You support e4c training initiatives through your relationship building skills, your chance to develop and evaluate creative learning tools and resources. You play an integral role in designing learning experiences and facilitation, which make the acquisition of the knowledge and skill conducive to learning.

Key Accountabilities

Training Delivery

- Utilize various training and instructional methods such as instructor led classroom, group discussions, role playing, simulations, team exercises, videos and lectures.
- Consult with leaders to determine the best way to implement and deliver training programs.
- Manage workload for multiple course development projects simultaneously.
- Work collaboratively with the Human Services Manager to develop communication tools (publications, website, emails, materials) to promote training initiatives and increase awareness.
- Foster an attitude and environment of open communication with all e4c employees, enhancing self-esteem, personal development and growth.
- Follow up with trainees and leaders including training evaluations to ensure training is effective, and being applied in daily work.
- You engage through your presence, body language, tonality and diverse learning styles to maximize what your learners take away.
- You know your audience and engage them using language that is relevant to e4c's environment.
- You know that gauging learner comprehension is more about what you hear than what you say.
- You leverage common goals and shared values to establish trust and demonstrate empathy.

Training Development

- Using fact, feelings what worked / what didn't work, you are ever evolving your content and delivery to effectively meet the learners' needs.
- Design and develop customized learning solutions and curriculum including course descriptions, lesson plans, supporting materials, visual materials and relevant assessment tools.
- Perform an inventory and analysis of existing curriculum and conduct gap analysis.
- Determine needs by analyzing existing information, or through meetings, surveys, interviews with employees, focus groups or questionnaires.
- Attain train the trainer status for mandatory e4c required training (i.e. de-escalation, first aid, suicide intervention, trauma informed practice, harm reduction, cultural competency).
- Develop curriculum and training for each required certification.
- Participate on e4c committees and working groups as needed specific to the training function.
- Participate in the analysis of the employee's specific training needs to make recommendations for new program development and on-the-job specific refreshers that help employees maintain and improve their competencies.



Evaluation

- In collaboration with the Human Services Manager and e4c leadership, review the approach and direction of e4c's training annually to ensure it meets agency needs and reflects current trends.
- Create assessments using evaluation methodologies and tools that measure the impact of successful knowledge transfer for internal and external learning programs.
- Evaluate training effectiveness to ensure that the training the employee groups receive contributes to the agency meeting its strategic goals and achieve results.
- Review training evaluations, offer suggestions for improvement and highlight any areas of concern.

Needs Assessment and Administration

- Plan, schedule and conduct training, set up systems and equipment, coordinate enrollment and issue certificates.
- Work with the Human Services Manager to develop an annual plan for the Training Department that will provide guidance for the implementation of training opportunities.
- Work with Human Services Manager to create annual training budget, and monitor monthly.
- Research and continually provide expertise on training best practices.
- Pursue continual learning of personal goals to remain current of industry and training knowledge.
- Develop communication tools to proactively promote participation and communicate the value of e4c's training.
- Work with the Human Services Manager to explore and build Social Enterprise for Training.

Reporting, Analysis, Metrics

- Evaluate training activities and outcomes, and prepare monthly, quarterly and annual reports.
- Input, update and assist in the maintenance of employee training files and training records.
- Develop and implement systems of measure and record to track credentials and certifications.
- Perform periodic review of e4c training materials and documentation for accuracy, up to date and that it meets CARF requirements (where required).

Education and Certifications

- Bachelor degree in education, human resources, training, leadership or business.
- Prior experience in organizational training position or equivalent combination of experience, education and training.
- Police Check with Vulnerable Sector.
- Intervention Record Check.
- CPHR is an asset.
- Institute for Performance and Learning membership is an asset.

Experience

- 5+ years' experience working in human resources, training delivery, teaching, coaching, facilitation, design and development of blended learning solutions, or a combination of both.
- Experience in curriculum development, education program creation, maintenance and evaluation.
- Extensive knowledge of educational and learning principles, instructional design theory and adult learning methods.
- Demonstrated ability to research and find information through online, academic &/or networking channels.
- Ability to consciously reflect on relevant issues and findings, and integrate these observations and learnings into sound approaches and decisions.



- Knowledge of program coordination and management, including planning, contracting, budgeting and evaluation.
- Ability to conduct cost-benefit analysis and calculate training ROI.
- Familiarity with traditional and modern training methods, tools and technologies (Learning Management Systems, Webinar Platforms).
- Demonstrated success using a consultative approach in training to various audiences at all levels.
- Change management experience is an asset.
- Intermediate to advanced computer skills in a Microsoft Windows environment. Includes Excel, Word, PowerPoint, Visio and skills in database management (HRMS).

Reporting Relationships

Reports To:	Human Services Manager
Direct Reports:	None
Internal Relationships:	All e4c employees

Competencies

- Entrepreneurial spirit and the ability to think outside the box.
- Self-directed and able to manage competing priorities.
- Professional, articulate and well spoken, with the ability to interact with colleagues at all levels.
- Strong technical writing, interpersonal, and communication skills (verbal and written).
- Ability to communicate information and ideas as appropriate for the needs of the audience.
- Ability to work independently or as part of a team.
- Analytical and creative.
- Applies advanced problem-solving skills, critical thinking skills and techniques / proactive problem solving.
- Ability to multitask, including managing multiple complex projects.
- Active listening skills.
- Ability to observe, receive and otherwise obtain information from all relevant sources.
- Demonstrate persistence and resilience in the face of obstacles.

Supervision

- No direct supervisory responsibilities.

Working Conditions

Schedule

- Generally office hours, 40 hours per week, however will need to schedule training in evenings &/or weekend to accommodate diverse workforce, program needs and various shifts. (temporarily remote)
- Requires a flexible schedule, occasional weekend work and last minute notification to attend meetings depending on emergencies or agency demands.
- This position is considered a professional / specialist in nature therefore, not entitled to overtime.

Work Environment

- Operates primarily in an office environment. (temporarily remote)
- Interaction with internal customers on a daily basis.
- Interaction with external clients when visiting e4c sites, shelters and housing.



- Requires constant attention, concentration, ability to multi-task and a high degree of attention to detail.
- Pressure to produce tangible results and complete training &/or projects within tight timelines.

Physical Demands

- Routinely uses standard office equipment such as laptop computers and smartphones.
- Lifting and/or carrying anywhere from 0llbs to 20llbs.
- Involves sitting, walking and standing on a regular basis. **May be required to stand for longer periods of time when delivering training.**

Autonomy

- Plans work for the training activities &/or projects.
- Acts as a lead person in the group, without full supervisory authority.
- Decisions consistently affect the entire department, and at times, may affect the entire agency.

Salary Scale

Group G

Acknowledgement

Employee Signature:

Date:

Supervisor or Manager Signature:

Date: