

MANAGER OF TRAINING AND CURRICULUM JOB DESCRIPTION

PURPOSE OF THE POSITION

The Manager of Training and Curriculum is ultimately responsible for ensuring exceptional delivery of training with content that is both relevant and timely which includes training scheduling and evaluations. To manage all facets of the Indigenous Perspectives Society's (IPS) curriculum design and development for training purposes to ensure material is in accordance with clearly established policies and procedures.

The Manager of Training and Curriculum will lead a high performing team of professionals (10 staff) such as Curriculum & Development Project Leads, Instructional Staff, relevant Administrative employees and contractors. As a manager, you will be responsible for mentoring, coaching, setting performance objectives and conducting performance reviews for your team. A leader at IPS means that you inspire those around you to perform greatness.

NATURE OF WORK AND POSITION LINKS

The Manager of Training and Curriculum reports directly to the Associate Director (AD) and is a member of the Management Team. The areas of responsibility will include managing the curriculum, training calendars and instructors, and leading a high performing team.

The Manager of Training and Curriculum will be responsible for identifying curriculum development requirements and providing professional knowledge and leadership to project leads as necessary to design and develop course material that is current, relevant and applicable. In this role, you will review child welfare policies, programs and procedures as included in curriculum. You will ensure they are most current and aligned with child welfare legislation, standards and practice. This alignment will reflect an Indigenous lens and cultural agility. The position will ensure that curriculum design, learning objectives and knowledge management systems support participant learning and practice needs using a blended learning approach and instructional methodology (online, classroom and peer-to-peer learning) in a culturally appropriate way.

The Manager of Training and Curriculum is responsible for promoting, scheduling training, ensuring instructors are in place to deliver training, and building an annual training calendar. This role will receive course evaluations from participants and will relay any necessary feedback to contractors and instructors.

The position will also provide supervision, mentoring, coaching, and leadership directly to reporting staff and contractors. As a manager, you will be responsible for executing Human Resource related initiatives including setting performance objectives, developing work plans, helping team members prioritize work, ensuring proper training and conducting performance appraisals.

This position will be based out of the Society's office as well as off-site locations.

To fulfill its responsibilities, the position develops and maintains relationships with:

Associate Director - The Manager of Training and Curriculum provides expert advice and recommendations regarding deliverables associated with IPS training curriculum and materials; identifies issues related to curriculum content, delivery, or acceptance of materials by stakeholders and recommends resolution on important issues with significant IPS impacts.

IPS staff - Provides leadership and communicates expertise to direct reports.

Stakeholders (Ministry of Children and Family Development (MCFD), Indigenous Services Canada (ISC), Aboriginal Child and Family Services Agencies, and other community organizations) - Establishes and develops rapport and maintains collaborative working relationships with all stakeholders listed. Ensure the training material is suitable to the audience and respond to queries or incidents as they occur.

Contracted Service Providers (Instructors, actors, sub-contractors) - Follows-up with the IPS Contracted Service Providers to ensure appropriate development of curriculum. Communicates direction/techniques of IPS regarding the design and development of training curriculum and material.

Represents the IPS at various provincial and national conferences, meetings, forums, and committees as directed.

SPECIFIC ACCOUNTABILITIES AND DELIVERABLES

Curriculum Development

- Oversees the design and development of IPS educational curriculum and course materials using comprehensive knowledge of conventional and innovative training techniques;
- Oversees the development of detailed course frameworks that include reviewing learning outcomes and mapping out course activities, assessments and resources;
- Oversees the implementation of staff work plans;
- Oversees the development of and coordinates an overall knowledge management system for IPS;
- Oversees the development of online and blended courses, and selects and applies the most appropriate instructional design approaches to produce highly relevant, engaging and interactive content for each training program;
- Oversees the development of appropriate resources, media and technologies (including social media tools) that will effectively support the achievement of the learning outcomes for each course;

- Designs evaluation strategies for both instructor and contractor lead programs to ensure content was well received, relevant, and open to feedback;
- Collaborates with the Project Leads to identify the curriculum development requirements, ensuring training material remains up to date and current;
- Researches subject matter and analyzes information for courses;
- Observes training courses and conducts analyses to evaluate effectiveness of training;
- Facilitates training sessions, including online or e-learning, as required; and
- Analyzes and evaluates regulatory, statute and other impacts or changes to determine their impact on Aboriginal agencies and training requirements.

Administration and People Management

- Works collaboratively with other members of the management team;
- Contributes to identifying, developing and implementing strategic initiatives, policies, plans, training and programs necessary for the successful operation of the Society;
- Provides supervision, mentoring, coaching, and leadership to direct reporting staff and contractors and executes Human Resource related initiatives including setting performance objectives and developing work plans, prioritizing work, ensuring proper training, conducting performance appraisals;
- Facilitates, co-ordinates, plans, and participates at meetings, forums, conferences and events;
- Provides proactive responses by communicating Society and partnership interests/concerns at meetings;
- Ensures compliance of course material with companywide curriculum standards and processes such as Commission on Accreditation of Rehabilitation Facilities (CARF);
- Compiles and maintains information as it relates to developed education materials and curriculum;
- Prepares briefing notes, proposals or reports as required;
- Assists in the development of the curriculum development budgets;
- Attends provincial and federal meetings on behalf of the Society as required;
- Promotes a safe work place; ensures that all established safety procedures are followed;
- Fosters and maintains positive working relationship with the Society staff; and
- Produces regular progress reports and/or adjusts schedules to meet targets and deadlines.

Managing the Delivery of Training

- Promote and schedule training and ensure instructors are in place to deliver training both onsite and online;
- Review the delivery and instruction of the training curriculum and material for IPS programs in accordance with clearly established policies and procedures;
- Ensure the onsite facilitation and co-ordination of training events occurs seamlessly and on time;
- Monitor the delivery of training materials by contractors to ensure appropriateness and provide corrective direction when necessary;
- Assist with logistical arrangements on-site for training events such as training facilities, equipment, resources, guest lecturers etc.; and

- Manage training evaluations and ensure appropriate feedback is delivered to instructors.

Partner Management

- Creates and distributes briefings on critical issues identified at meetings to the partners;
- Ensures the Society's accountability and deliverables to partners and funders are achieved;
- Develops and provides relevant information for cooperative agreements between partners;
- Represents the Society in an advisory capacity to the partners, as directed;
- Provides direction to others participating on assigned projects; and

Carries out other duties essential to the position as directed by the AD.

FINANCIAL RESPONSIBILITY

- Required to follow policies and procedures as outlined in the Finance Policy and Procedure Manual as directed and required.

DIRECT SUPERVISION

Directly supervises Curriculum & Development Project Leads, Instructional Staff, relevant Administrative employees and contractors.

TOOLS/EQUIPMENT

- Computer for word processing, electronic mail, spreadsheets, presentations etc.;
- Software includes Microsoft office, PowerPoint, Moodle; and
- Standard office equipment such as facsimile, photocopiers, cell phone and audio-visual equipment.

WORKING CONDITIONS

- Office environment;
- Travel throughout the province of British Columbia and in Canada is a possibility;
- Delivery of training in a boardroom or classroom setting may be required;
- Required to respond to circumstances with students which may be outside the realm of the curriculum being developed;
- Travel to attend meetings, conferences, seminars etc., occasionally on short notice; and
- May be required to work evenings and weekends.

SELECTION CRITERIA

Education and Experience

- Bachelor of Masters degree in Social Work or relevant degree;
- 5 - 7 years progressive experience in a child welfare related field or an equivalent combination of education and experience;
- Progressive experience in Indigenous Child & Family Services;
- Experience with child protection in BC;
- Demonstrated experience in the design and development of competency-based curriculum, public education and relations materials, specifically utilizing a blended learning approach;
- Demonstrated experience in adult education instruction;
- Thorough knowledge of Indigenous Social Work, specifically in the area of child welfare, and knowledge of legislation, regulations and practice standards pertaining to Indigenous Child & Family Services
- Sound knowledge of Indigenous communities, cultures, traditions and practices in BC
- Expertise in the selection and application of appropriate learning methods and design principles;
- Demonstrated team player with experience in leading teams and managing staff; and
- Experience working with Aboriginal Child & Family Service Agency would be considered an asset.

Knowledge, Skills and Abilities

- Working knowledge of legislation, regulations and practice standards pertaining to Aboriginal Child & Family Services and Social Work in British Columbia
- Knowledge of Aboriginal Social Work specifically in the area of child welfare
- Ability to create curriculum that centers Indigenous knowledge and reflects Indigenous pedagogies
- Acquainted with the theories and practices of online learning and the implementation of synchronous learning environments with multimedia engagement tools
- Familiarity with various delivery models including online, blended, onsite and community educational models
- Ability to plan, prepare, and deliver training and obtain feedback through presentations to potentially unreceptive or critical audiences
- Familiarity with issues pertaining to copyright regulations in curriculum
- Ability to write curriculum using APA referencing
- Sound knowledge, understanding and familiarity of Indigenous, Metis, and Inuit history, communities, cultures, traditions, practices, organization, infrastructure and funding
- Basic knowledge of Society related regulatory, legal and other requirements such as Employment Standards Act, Society Act and Copyright law
- Advanced planning, organizing and project management skills
- Ability to exercise tact and diplomacy in adverse conditions
- Ability to organize, prioritize and manage concurrent projects and deadlines

- Ability to manage staff collaboratively, in a team environment, utilizing effective team-building, communication and management techniques
- Ability to develop and maintain effective working relationships with groups and individuals with diverse or competing interests or diverse perspectives
- Ability to prepare and provide clear, concise and complete verbal and written information at a level appropriate to the audience including personnel related documentation
- Demonstrated ability to use computer applications (such as word-processing, databases, spreadsheets, electronic mail) to enter and retrieve data and create and edit a variety of materials, reports or correspondence