



Job Opportunity

Date Posted: June 15, 2022

Position	Training and Development Officer
Location	Head Office (314 Booth St.)
Reports To	Director of Human Resources
Term	Temporary, full-time for 6 months
Hours of Work	Monday – Friday 1:00pm – 9:00pm for a total of 40 hours per week, with overtime as operationally required.
Salary Range	\$55,000 - \$65,000 per annum commensurate to skills and experience
Start Date	July 2022

THE OPPORTUNITY:

As an integral part of our team, The Training and Development Officer acts as a special project lead, developing a comprehensive training program for all support workers, case managers and newly hired casual relief support worker employees. During the 6 month project life cycle they will develop materials to refine core competencies, provide training that reflects Cornerstone's mission and vision. Reporting to the Director of Human Resources, the Training and Development Officer plays a key role in employee skills development and will coach managers on how to provide effective on the job training. At the end of the project life cycle, they will have prepared a comprehensive on the job training program for frontline employees that managers can utilize going forward. The ideal candidate is a self-starter—they are proactive, motivated, and results-focused. They are willing to take on challenges, comfortable working with tight deadlines and enjoy a multi-faceted role. They are detail-oriented and a strong communicator with a strong ability to facilitate engaging learning opportunities. They fully understand how effective training is vital to service delivery and a positive organizational culture. This is a great opportunity for someone who is passionate about employee development and excellent service delivery.

KEY DUTIES AND ACCOUNTABILITIES

Employee Training and Development Resources

- Conducts a training needs assessment to establish employee learning and development requirements
- Prepares a comprehensive training program for support workers, case managers and casual support workers.
- Acts as a subject matter expert in the following areas: Harm Reduction, High Acuity, Hoarding, Pest Control, Safety Unit Entry, Building Rapport
- Layers multiple learning platforms and teaching techniques to appeal to different learning styles in the training program
- Incorporates tools in program materials to assess employee learning and skill development
- Works collaboratively with the Human Resources Generalist and Human Resources Coordinator to elevate the orientation program to set a positive organizational culture and ensure consistent service delivery
- Trains managers on how to effectively deliver the training resources they have developed

Administration & Reporting

- Prepares an evaluation of trainees and reports on learning outcomes
- Prepares an action plan to hand off at the end of the project life cycle
- Documents attendance to trainings and other outcomes, reports to employee's direct supervisor
- Establishes and maintains training resources and social support work library (including electronic and print resources)
- Collaborates with the Human Resources Generalist to track employee training participation and progress
- Collaborates with the Human Resources Coordinator to offer new employees a superior onboarding experience

REQUIREMENTS

Education and Experience:

- 5+ years of work experience in Social Services in VAW, Supportive Housing or Shelter
- Management experience, supervisory or team lead experience is preferred
- Bachelor of Social Work or a Master's of Social Work or a combination of relevant work experience, training and education will be considered
- Experience delivering and developing an adult training programs in a professional setting or social services environment
- Bilingualism (English/French) is considered an asset

Knowledge, Skills & Abilities:

- Proficiency in MS Office Suite including Outlook and virtual platforms such as Zoom and MS Teams
- Strong written skills in English, written skills in French would be considered an asset.
- Excellent organizational and planning skills to create and facilitate regular presentations and training modules
- Demonstrated ability to administer and utilize a social services database or software
- Proven ability to work in a fast-paced environment with competing demands
- Highly organized and comfortable meeting tight deadlines
- Outgoing and thrives in a people-centered environment—loves building relationships and creating a positive experience for employees.

Core Cornerstone Competencies:

- Mission Driven—passionate about ending homelessness.
- Resilience—remains engaged in work even when there are challenges
- Adaptability—adjusts approach, style or priorities to meet organizational needs
- Collaborative—cultivates relationships with team members. Values the input of others and embraces opportunities to work together
- Accountability—takes personal ownership and responsibility for the quality of work and timeliness of work commitments

Job Specific Competencies:

- Interpersonal Skills—shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; relates well to people with varied backgrounds and different situations
- Critical Thinking – ability to identify the important questions to ask and problems to solve; shows versatility when unexpected changes occur
- Decision Making—makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational change
- Attention to Detail— is thorough when performing work and conscientious about attending to detail.

EQUITY, DIVERSITY AND INCLUSION STATEMENT:

Cornerstone Housing for Women is committed to building a team that reflects and embodies the diversity of the communities we serve and where all staff feel valued, respected and supported. We are striving towards cultivating a diverse, anti-racist, inclusive, accessible, respectful and equitable workplace.

Cornerstone acknowledges the diversity and lived experiences of our staff and the residents that we serve. We respect the principles held within the *Canadian Human Rights Act* and the *Ontario Human Rights Code*. We encourage applications from

qualified individuals with lived experience of homelessness, housing insecurity, or gender-based violence. We invite applicants from Indigenous, Black, racialized communities and all ethnic and cultural backgrounds, persons with disabilities, religions, immigrants and newcomers, sexual orientations, and gender identities and expressions.

ACCOMMODATION:

If you require accommodation at any point in the application process please contact Megan Gaiero, Human Resources Generalist at megan.gaiero@cornerstonewomen.ca

APPLICATION DEADLINE:

Applications will be accepted until the position is filled. To apply please send your statement of interest, a writing sample and your resume directly to Megan Gaiero, Human Resources Generalist at megan.gaiero@cornerstonewomen.ca

INTERVIEWS:

Interviews will be scheduled between 9:00am and 5:00pm.

APPLICATION INSTRUCTIONS:

Statement of Interest:

In a maximum of 2 pages double spaced size 12 Arial Font, please describe your interest in the position, what makes you a suitable candidate for the role and what you hope to contribute to Cornerstone. Applications over 2 pages will not be considered.

Writing Sample:

Please provide a sample of your written work that demonstrates your ability to convey a key concept or topic of social support work. Samples may include: an academic paper or dissertation, a presentation, a training resource or tool that you created, or a detailed operational policy or procedure.

Resume:

In a format of your choice.

Important Note:

All application materials submitted must be pdf. documents.