

Position Description – Quality & Training Specialist (Employment Ontario)

Position Description

Position title	Quality & Training Specialist (Employment Ontario)
Location	Remote-Canada
Reports to	Quality Compliance & Audit Manager
Direct reports	N/A
Travel requirements	Within GTA (80%) and occasionally to Ottawa (20%)

Position purpose

The Quality and Training Specialist plays a critical role in enhancing Employment Services operational efficiency, enhancing staff skills and competencies, maintaining compliance, and delivering exceptional customer satisfaction. This role is responsible for assessing training needs, facilitating training and workshops, performing quality audits to identify areas for enhancement, and monitoring performance metrics through collaboration with internal and external delivery partners.

Success measures

Customer/Collaborator Satisfaction	<ul style="list-style-type: none"> Be the subject matter expert and successfully execute on feedback on the effectiveness and relevance of conducted training programs Effective implementation and iteration of training initiatives that drive improved performance
Operational Performance	<ul style="list-style-type: none"> Timely completion of audits and assessments that provide valuable insights and actionable recommendations for performance improvement Measurable improvements in quality, productivity, and efficiency Strong quantitative and qualitative evidence supporting the impact of training programs

Core Responsibilities:

Quality Assurance Processes	<ul style="list-style-type: none"> Implement quality assurance (QA) processes, standards, and guidelines to ensure consistency, accuracy, and compliance with contractual obligations, WCG policies and industry standards Identify areas of development and under performance and recommend corrective actions Conduct thorough analysis of data to identify discrepancies, inconsistencies, and areas for improvement; conduct regular audits and assessments to evaluate performance and adherence to QA standards
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	<ul style="list-style-type: none"> Analyze audit findings and performance data to identify trends, root causes, and systemic issues impacting performance and quality
Training Delivery	<ul style="list-style-type: none"> Customize training content and materials to meet the specific needs and requirements of different teams and functions Deliver training programs, workshops via various methods (facilitated, virtual, Learning Management System) and materials to improve performance and address skill gaps identified through audits and assessments Identify and escalate potential risks/challenges in processes/systems to improve client/user experience Update training materials in accordance with process/system updates and aligned with ES requirements and metrics Assess the effectiveness of knowledge transfer from training programs to job performance by evaluating how well delivery partners apply newly acquired skills and knowledge in their day-to-day tasks
Performance Improvement Initiatives	<ul style="list-style-type: none"> Maintain accurate records of training activities and outcomes, generating reports and analytics to track progress and demonstrate the impact of training initiatives on business performance Develop and implement performance improvement initiatives and action plans to address identified gaps and opportunities, driving continuous improvement in quality and performance Provide coaching, guidance, and support to collaborators to foster a culture of accountability, excellence, and continuous improvement
Communication & Collaboration	<ul style="list-style-type: none"> Communicate audit findings, performance trends, and improvement initiatives to management, teams, and individuals, in a clear, timely, and actionable manner Collaborate with cross-functional teams to align efforts and drive collective action towards achieving performance and quality objectives
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Capabilities and experience

Essential Requirements:

- Extensive experience and in-depth knowledge of Quality Management, Training and Development, or related field
- Comprehensive understanding of Employment Services
- Proven experience as a facilitator, trainer, or teacher in a professional setting
- Working knowledge of quality assurance methodologies, principles, and best practices, with the willingness to learn and develop skills in this area
- Proficiency in implementing and driving continuous improvement initiatives with a proven track record of enhancing operational efficiency and effectiveness
- Ability to influence through innovative thinking, serving as a thought leader to inspire and shape the direction of initiatives within the organization
- Excellent analytical, problem-solving, and critical thinking skills

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- Strong oral and written communication skills with the ability to effectively collaborate with cross-functional teams
- Demonstrated ability to adapt to change and learn new tools or software as needed.
- Proficiency in Microsoft Office Suite, particularly Excel and PowerPoint, and a willingness to learn new software or systems as required for the role
- Must successfully pass a Criminal Record Check

Preferred Criteria:

- Post-secondary certificate, degree, or diploma in a relevant field (Business Administration, Quality Management, Training and Development)
- Proficiency in French and/or other local languages in addition to English



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.