

# Position Description – Bilingual Learning and Development Training Facilitator (EO)

## Position Description

<b>Position title</b>	<b>Bilingual Learning and Development Training Facilitator</b>
<b>Location</b>	Toronto, ON
<b>Reports to</b>	Learning & Development Team Lead
<b>Travel requirements</b>	Within Ontario

## Position purpose

The Training Facilitator (TF) provides facilitated learning sessions to staff of Employment Ontario Program across the SSM model. The ideal candidate will inspire, educate, and support Service Provider Staff in understanding program processes, policies, systems and best practices. The TF will use techniques that are suitable for a variety of learning styles and the learning environment works effectively for clients of all skill, education, and experience levels.

In this role, you will work with the Learning and Development team and collaborate with key collaborators to cultivate a culture of continuous learning and development that builds skills and improves performance.

## Success measures

<b>Customer/Community Collaborator Satisfaction</b>	<ul style="list-style-type: none"> <li>• Delivery of workshops in a manner that is effective for different learning styles, measured by workshop evaluations</li> <li>• Ensure that all training solutions meet 85% participant satisfaction rate.</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>• Increase learner retention and knowledge, reducing the 'time to proficiency'</li> <li>• Ensure training solutions are in line with strategic objectives and priorities</li> </ul>
<b>Program Outcomes</b>	<ul style="list-style-type: none"> <li>• Increase staff proficiency to drive performance and define future performance goals</li> <li>• Align business needs with learning objectives, increasing the ROI (return on investment)</li> </ul>

## Core Responsibilities:

<b>Training and Development</b>	<ul style="list-style-type: none"> <li>• Deliver training to employees using a variety of instructional techniques, develop and optimize tools to cater to a wide array of learning needs (auditory, visual, kinesthetic)</li> <li>• Facilitate virtual and in person workshops using a variety of techniques to support individual learning styles</li> <li>• Develop content with learning objectives and aligning them with cultural, performance and process changes</li> </ul>
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	<ul style="list-style-type: none"> <li>• Deliver workshop content that is focused and relevant to the needs of the Service Provider Staff attending and in a manner that engages, motivates, and informs</li> <li>• Undertake standard Learning Management System administrative tasks such as registering new users, updating course content, participating in testing e-learning modules for quality assurance, refreshing training environments before and after training sessions, tracking progress, and creating completion reports</li> </ul>
<p><b>Performance Improvement Initiatives</b></p>	<ul style="list-style-type: none"> <li>• Actively seek new methods of training development and facilitation to ensure that training development and facilitation continues to evolve</li> <li>• Make recommendations for changes and improvements to learning and development processes</li> <li>• Conduct on-going assessments to identify learning needs, continuous improvement and enhance organizational effectiveness to ensure the success of the training delivery                         <ul style="list-style-type: none"> <li>○ Identify and monitor metrics relating to learning initiatives completion and performance,</li> <li>○ Identify and escalate potential risks/challenges in processes/systems to prevent breaches in contractual requirements and improve client/user experience,</li> <li>○ Update training materials in accordance with process/system updates and aligned to recent labour market development.</li> </ul> </li> </ul>
<p><b>Communication &amp; Collaboration</b></p>	<ul style="list-style-type: none"> <li>• Maintain excellent relationships with all partners/collaborators (service provider partners, local employers, etc.) to ensure ongoing satisfaction, network cohesion, positive organizational outcomes)</li> <li>• Identify best practices, key areas of new learnings and provide recommendation for new approaches</li> <li>• Develop a strong understanding of WCG and Employment Ontario’s contract, guidelines, policies, and procedures</li> </ul>
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

**Capabilities and experience**

- Bilingual (French/English) is mandatory
- Two (2) or more years’ experience in workshop facilitation, corporate training, or employment counselling/advising experience or a related field
- Experience working with learning management systems with a focus on adult education or training
- Experience in adult education in an e-learning environment with deep subject-matter knowledge
- Must have the flexibility to travel to attend in-person training, in key locations in Toronto, Peel Region, York Region and Ottawa
- Organizational skills and a positive attitude are important qualities for the Workshop Facilitator
- Strong digital literacy including social media and Microsoft Office Suite, and experience using technology in workshop delivery (e.g., Microsoft teams, webinars, etc.)
- Knowledge of the local labour market, community resources & government social service programs
- Knowledge of job search techniques, career development, and issues relating to the unemployed
- Solid understanding of confidentiality and other professional codes of conduct
- Employment is conditional on obtaining a criminal record check

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## Preferred Criteria

- Certified Career Development Practitioner (CCDP)



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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.