Job Title: Training Coordinator
Type of position: Contract - 1 year with opportunity for annual renewal
Hours of work: Full time (35 hours / week)
Salary: $50-55K
Location: Remote

Making the Shift (MtS) is a social innovation lab that funds, conducts, prototypes, and mobilizes cutting-edge research to prevent and end youth homelessness in Canada. Our goal is to shift from an emergency response to a prevention focus. MtS is co-led by the Canadian Observatory on Homelessness (COH) and A Way Home Canada (AWH) and is funded by the Government of Canada’s Networks of Centres of Excellence (NCE) program.

ABOUT THE ROLE

Reporting to the Manager of Communications and Training, The Training Coordinator will plan and coordinate a programming calendar of professional development opportunities for research teams (“Highly Qualified Personnel”) on MtS projects, including Undergraduate students, Masters Students, and Post-Doctoral fellows. The Training Coordinator will also develop virtual onboarding and resource suites to provide consistent value-add for HQPs to build their skills in knowledge mobilization for preventing youth homelessness. The Training Coordinator will track the number of HQPs and their engagement with training activities via MtS’s Customer Relationships Management (CRM) database. Lastly, the Training Coordinator will support other communications and virtual event needs, as required.

The successful candidate will be a people-connector, able to nurture working relationships with research project teams, universities, community organizations, training subject-matter experts, and people with lived experience of youth homelessness. The candidate will have a knack for matching learning needs with potential delivery partners, and scoping opportunities into clear delivery formats for the calendar year. The candidate will keep an eye on learning and professional development trends and opportunities, and bring forward ideas for new training delivery partnerships, along with nurturing existing ones. They will be comfortable with or be able to quickly learn to use webinar software such as Zoom Webinar, CRM software, and digital meeting spaces such as Slack.

JOB DUTIES
Develop and Implement the Training and Professional Development Calendar for Highly Qualified Personnel (HQP)

- With support from the Communications and Training Manager, identify the training needs of HQPs to plan an annual programming calendar and resource suite in the area of knowledge mobilization skill-building, which may include workshops, live webinars, tool and resource libraries, coaching sessions, and online informal peer learning.
- Develop project proposals and plans in collaboration with training delivery partners that scope the goals, learning objectives, budget and required materials of proposed training.

- Develop onboarding materials and processes to ensure HQPs are given consistent access to training and professional development opportunities as they enter and exit MtS funded research projects.

- Work with Communications and Training Manager and the Research Services Officer to track incoming and outgoing HQPs, and their engagement with programming via MtS’s Customer Relations Management software (CRM). Collect, track and maintain metrics on HQPs for the MtS monthly dashboard and the MtS Annual Report. Build relationships with HQPs participating in MtS training.

- Build and maintain effective relationships with training delivery partners. Work with MtS management and training delivery partners to recognize learning opportunities and solutions, and define and execute appropriate strategies to support them.

- Work with Communications and Training Manager to develop surveys, as necessary, including training needs surveys and post-training surveys to track effectiveness of offerings.

- Scan industry practices around training, learning, and professional development development, in particular within other Networks of Centres of Excellence and other key players in the knowledge mobilization space (e.g. Research Impact Canada, Sick Kids, etc.)

Coordinate and Support Onboarding Staff onto the Customer Relationship Management (CRM) Platform

- Ensure information on the CRM is accurate and up to date for MtS’s HQPs, and help improve processes in collaboration with the Communications and Training Manager.

- Support the Communications and Training Manager and the Executive Assistant to train and support Co-Lead organization A Way Home Canada in their use of the CRM.

Communications and other duties

- Setup, manage and support live webinars via Zoom Webinar. Troubleshoot technical issues for attendees.

- Perform notetaking and minutes support for MtS management and advisory committee meetings, as needed.
Assist with communications tasks such as preparation of e-blasts using Mailchimp, writing blog posts, and other duties as assigned.

QUALIFICATIONS

- Bachelor’s Degree or the equivalent combination of education, training and experience
- Understanding, interest and engagement in social justice issues
- Ability to work independently to take competing and sometimes open-ended priorities and implement into clear, consistent training opportunities
- Experience in workshop and project coordination and planning (in a professional development or educational setting an asset)
- Excellent interpersonal and communication skills (in a research or academic setting an asset)
- Detail oriented and proven ability to independently upkeep data entry and administration tasks
- Experience in stakeholder relationship-building, and liaising with subject matter experts to support them in delivering learning, such as workshops
- Comfort with problem solving technical issues with webinar software and CRM software, and comfort assisting others with learning to use software
- Experience in communications writing for blog posts and social media an asset
- Working knowledge or interest in adult learning methodologies and instructional design an asset

To address issues of systemic inequity within the Canadian labour market, we strongly encourage applications from individuals from communities and groups that have historically been disadvantaged and/or marginalized, including First Nations, Métis and Inuit peoples, Indigenous peoples of Canada, racialized persons, persons with disabilities, individuals who identify as women and/or gender diverse, 2SLGBTQ+ persons, and persons with lived experience of homelessness.

APPLICATION PROCESS

Your complete application package must include a cover letter and resume. Email the full package to makingtheshift@yorku.ca and quote “Coordinator – Training” in the subject line. Should you require any accommodations during the application process, please do not hesitate to contact us at makingtheshift@yorku.ca. Applicants can access peer support through the application process if requested.

Posted on: February 7, 2022 Closing Date: February 23, 2022 by 5 p.m. EST

Only candidates who are selected for an interview will be contacted. Priority consideration is given to Canadian Citizens and permanent residents in Canada.