Job Description

Job Title: Senior Education Officer
Department: Office of the AVP Human Rights, Equity and Inclusion
Reports To: AVP Human Rights, Equity and Inclusion
Jobs Reporting: None
Salary Grade: USG 9
Effective Date: July 2018

Primary Purpose
Reporting to the Associate Vice-President, Human Rights, Equity and Inclusion, the Educational Liaison is responsible for developing, delivering, assessing and updating educational programming related to identifying and responding to organizational human rights issues, conflict management, diversity, equity, sexual harassment, sexual violence prevention, and other topics that support the goals of the AVP Human Rights, Equity and Inclusion portfolio. The Education Liaison will consult with the other units in the AVP Human Rights, Equity and Inclusion (Conflict Management and Human Rights, Equity Office, and Sexual Violence Response) plus departments across campus to develop, deliver and revise as needed, a strategy for a campus wide comprehensive educational materials and programs for faculty, staff, and students.

Key Accountabilities

Instructional design, facilitation and assessment of educational programming and materials:
- In consultation with the AVP and other units within the portfolio identifies and delivers the strategy for a comprehensive, holistic approach to training and education on campus across human rights, equity and inclusion goals
- Designs, delivers and evaluates educational programming to achieve departmental goals and promote the activities and goals of the AVP portfolio (i.e. online, face-to-face and blended workshops and modules, training sessions, videos, posters, brochures, case studies, interactive activities, other materials and initiatives);
- Designs and delivers educational programming for a wide variety of on-campus adult learners (i.e. faculty, staff, supervisory staff, unionized staff, TAs and students);
- Researches and maintains current knowledge of best practices in adult education (face-to-face, blended and technology-based) and promotes engagement and learning through their application;
- Assesses learning and reports on the effectiveness of current educational programming in relation to departmental goals; revises programming in response to assessments;
- Researches legislative and policy changes related to human rights, equity and inclusion; revises educational programming to ensure compliance;
- Develops and maintains working relationships with the Centre for Teaching Excellence, OHD, and the Centre for Extended Learning to ensure awareness of current on-campus educational initiatives and developments;
- Consults with department heads on-campus to assess needs and develop customized educational programming in support of AVP portfolio’s goals especially as it relates to programming related to environment restoration.

Conflict management and human rights, equity, and inclusion education:
- Demonstrates a solid understanding of the Ontario Human Rights Code; Ontario Human Rights Tribunal; Ontario Human Rights Commission guidelines and policies regarding education and training
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programs; university policy related to ethical behavior and human rights and sexual violence; and conflict management theory, processes, and practice sufficient to facilitate individual client inquiries that may emerge during educational initiatives;

- In collaboration with the AVP and unit Directors, develops and revises human rights-related, equity and inclusion and sexual violence prevention educational and compliance objectives;
- Designs and delivers education programming related to identifying and responding to organizational human rights issues (i.e. harassment and discrimination) as well as, diversity, equity, inclusivity and other topics that support the goals of the AVP portfolio;
- Researches and recommends professional development activities for each member of the AVP portfolio;

**Case management:**
- Assists with the creation and implementation of initiatives (e.g. processes, materials, preventive strategies) for educating academic and non-academic supervisors on case management procedures and practices;
- Communicates discretely and tactfully especially when dealing with confidential information and sensitive topics.

**Project management:**
- Assumes lead role in educational development projects: identifying strategies objectives, deliverables and deadlines;
- Oversees the recruitment, training and mentoring of volunteers for facilitation assistance and educational projects;
- Manages additional assigned projects to support the strategic direction of the AVP Human Rights, Equity and Inclusion
- Demonstrates an exceptional ability to multitask in a highly dynamic, deadline driven environment displaying good time management and organizational skills.

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

**Required Qualifications**

**Education**
- University degree in education (B.Ed., M.Ed. or equivalent education and experience).

**Experience**
- 5 years’ experience designing and delivering educational programming related to identifying and responding to organizational human rights issues such as harassment and discrimination; conflict management; sexual harassment and sexual violence, diversity, equity and inclusivity as they pertain to a postsecondary working and learning environment;
- 5 years experience designing and delivering educational programming for a wide variety of adult learners (i.e. faculty, staff, supervisory staff, unionized staff, TAs and students) within a post-secondary institution;
- Experience designing educational programming for online, face-to-face and blended learning environments utilizing small group work, case-studies, interactive activities, and educational technologies to promote engagement and learning.

**Knowledge/Skills/Abilities**
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- Solid understanding of the Ontario Human Rights Code; the policies and guidelines of the Ontario Human Rights Commission regarding education and training programs; university policy related to ethical behaviour and human rights; sexual harassment and sexual violence prevention; and conflict management theory and practice sufficient to facilitate individual client inquiries that may emerge during educational initiatives;
- Strong research skills and knowledge of instructional design and learning assessment methodologies;
- Strong project management skills; able to successfully co-ordinate projects, recruit, train and mentor volunteers;
- Strong analytical and problem solving skills with exceptional attention to detail; superior time management, interpersonal, communication and listening skills;
- Demonstrated ability to handle confidential information with tact and sensitivity.
- The ability to conduct research of superior quality on improving equity at research intensive universities;
- The ability to develop and execute training on equity-focused issues, including compliance matters
- The intellectual acumen and approach that will facilitate credibility and foster trust and strong, productive working relationships
- The professional confidence and communication skills to effectively engage-community members on what can often be contentious or delicate issues; The Educational Liaison is expected to be self-directed in executing her/his responsibilities. The role has a mix of defined, specialized, routine, and non-routine tasks and requires sound judgment, tact, and discretion in juggling and executing these responsibilities. The Educational Liaison will make recommendations to the Associate Vice-President regarding the execution of their responsibilities.

Nature and Scope
- Contacts: Interacts with students, faculty and staff including those with supervisory authority and managers. Collaborates with all units with the AVP Human Rights, Equity and Inclusion as well as other partners (Safety Office, Campus Police, etc.) Contacts external parties to obtain information and resources needed
- Level of Responsibility: The incumbent will be responsible for managing development projects to meet tight deadlines; researching and maintaining a current knowledge of best practices in adult education, human rights legislation and learning assessment methodologies and revising education programming in response to new knowledge in these areas; researching and co-ordinating professional development activities for the AVP portfolio and promoting the activities and goals of the unit. The incumbent will be responsible for interacting one-on-one with office clients, who are at times emotional and often without advance notice. As such, the incumbent must be knowledgeable on the wide range of equity related matters in order to respond effectively, accurately and sensitively while ensuring both individual and institutional needs are met.
- Decision-Making Authority: The Educational Liaison is expected to be self-directed in executing her/his responsibilities. The role has a mix of defined, specialized, routine, and non-routine tasks and requires sound judgment, tact, and discretion in juggling and executing these responsibilities. The Educational Liaison will make recommendations to the Associate Vice-President regarding the execution of their responsibilities.
- Physical and Sensory Demands: Minimal demands typical of a position operating within an office environment. This position works independently and collaboratively and requires sound judgment, a strong work ethic and an ability to work under very challenging time constrains with competing priorities. Flexibility in working hours, thoroughness, accuracy, attention to detail and professionalism are required
• **Working Environment:** The Education Liaison will have a flexible schedule in order to accommodate facilitation of workshops outside of the university’s normal business hours. There are deadline pressures and potential for multiple, sometimes competing priorities and frequent interruptions. Thoroughness, accuracy and attention to detail are required. The incumbent will routinely deal with confidential and sensitive information and records.