Job Description

Job Title:	Education and Learning Specialist
Department:	Conflict Management Office
Reports To:	Director, Conflict Management Office
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	June 2024

Primary Purpose

Reporting to the Director, Conflict Management, the Education and Learning Specialist will develop, deliver, and assess programs, assessments, interventions, and conversations that build organizational capacity, raise individual and collective consciousness, promote awareness of systemic biases and barriers, and embed the values of human rights and equity, cross- and inter-cultural understanding, and mutual respect for all campus stakeholders. The incumbent will champion a human rights lens across campus by actively promoting institutional, departmental, and individual change through dedicated educational initiatives and by tailoring curriculum, programming, and assessment tools for individual constituencies across the institution.

Key Accountabilities

Develop, Facilitate, and Assess Educational Programming and Materials

- Liaises with campus stakeholders to identify learner needs and develop learning and development programs to address needs, mitigate risk, and promote more inclusive spaces
- Delivers educational programming to achieve departmental goals and promotes the activities and goals of the portfolio (e.g., face-to-face and blended workshops and modules, training sessions, videos, posters, brochures, case studies, interactive activities, other materials and initiatives)
- Delivers cutting edge educational programming related to identifying and responding to organizational human rights issues (e.g., harassment and discrimination) as well as, diversity, equity, inclusivity, Indigenous initiatives and other topics that support the goals of the Associate Provost, Campus Support and Accessibility (AP, CSA) portfolio
- Develops and delivers customized training sessions to meet needs of various stakeholders
- Identifies and implements strategies to differentiate instruction for a wide variety of on-campus adult learners (e.g., faculty, staff, supervisory staff, unionized staff, TA's and students)
- Assesses learning and reports on the effectiveness of current educational programming in relation to departmental goals and institutional strategic objectives
- Contributes to, and advises on, the creation of metrics and evaluation tools to assess effectiveness of education

Research EDII Theories, Pedagogy, and Educational Best Practices

- Researches and maintains current knowledge of EDII theories, including monitoring and reporting on recent scholarship, expanding knowledge base by developing relationships with campus and local equity-seeking groups, and identifying informal and formal professional development opportunities
- 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
- Prepares reports and analyses of emerging trends and implements strategies to incorporate new theories and developments

Implement Instructional Design Processes and Develop Online Learning Modules

- Designs and develops online learning modules to support the Conflict Management Office and the broader AP, CSA portfolio, including text, audio, video, animations, assessment content, and gamified material
- Harness online learning software (e.g., Articulate) and knowledge of eLearning platforms and basic web design to build compelling and engaging online content
- Advances the online learning needs of the AP, CSA office and the campus community including, but not limited to, maintenance and updates existing online learning modules
- Visualizes and implements instructional graphics, user interfaces, and web integration
- Liaises with institutional subject matter experts on online course creation and best practices

Contribute to the Development of Organizational Learning Strategies

- Collaborates with the Director to engage in long-term strategic planning to build sustainable and impactful education across the institution
- Collaborates with the Director to identify opportunities to expand training offerings and connect with community, external, and industry partners to further the reach of the University's education program
- Assists with the assessment of legal compliance issues such as copyright, licensure, regulatory compliance, and risk mitigation to ensure training programs comply with applicable law

Administration and Project Management

- Manages additional assigned projects, at the direction of the Director I to support the strategic direction of the broader AP, CSA portfolio
- Demonstrates an exceptional ability to multitask in a highly dynamic, deadline driven environment displaying exceptional time management and organizational skills
- Oversees the recruitment, training, and mentoring of volunteers and co-op students for facilitation assistance and educational projects
- Supports the Director with general administrative related activities, such as organizing the training calendar, booking rooms, scheduling trainings, and overseeing catering orders
- Supports the Director with the planning and execution of special educational events, conferences, and speakers
- Communicates discretely and tactfully, especially when dealing with confidential information and sensitive topics

**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

- Completion of an undergraduate degree with a Master's degree preferred in a relevant discipline (e.g., sociology, psychology, law, education, etc.),
- Background in adult learning, organizational development, and/or social justice/human right education

Experience

- 2-3 years of experience in instructional design, training methodology, training coordination, implementation of training programs, and evaluation of training, development programs, events, and activities

- Experience educating a diverse array of stakeholders on human rights and social justice topics
- Experience coordinating the use of online learning platforms and identifying best practices for online learning
- Experience working with a high degree of independence to solve problems, enhance strong programming, and safeguard the strong reputation of educational offerings
- Experience in creating innovative training and learning programs in addition to having an advanced knowledge of the University of Waterloo culture, organization, and community
- Experience with web design and/or use of online learning software (e.g., Articulate) preferred, including development of animations, videos, and other educational web content

Knowledge/Skills/Abilities

- 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
- 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 programs; university policy related to ethical behaviour 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
- Strong research skills and knowledge of instructional design and learning assessment methodologies
- Strong project management skills; able to successfully coordinate 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 Education and Learning Specialist is expected to be self-directed in executing their responsibilities and will work within broad guidelines. The Education and Learning Specialist must be comfortable exercising initiative and sound judgment in making decisions.
- The Education and Learning Specialist must be knowledgeable in each of the AP, CSA offices and be comfortable speaking to each portfolio in a public setting. Failure to perform effectively could cause significant loss of support for and credibility of the educational program, internal and external stakeholders, and senior administration. It might also result in the University's failure to comply with applicable laws and pose significant financial risk (e.g., loss of research funding).
- The role has a mix of defined, specialized, routine and non-routine tasks, with a strong emphasis on tasks that require sound judgement, individual problem-solving, tact, and discretion in juggling and executing these responsibilities. The Education and Learning Specialist will make recommendations to the Senior Education Officer 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 within AP, CSA portfolio as well as other partners (IT, CTE, CEL, OHD, Safety Office, Campus Police etc.) on and off campus. Contacts external parties to obtain information and resources needed
- **Level of Responsibility:** The incumbent will be responsible for researching and maintaining a current knowledge of best practices in adult education, human rights legislation, and learning assessment methodologies. The incumbent will be responsible for interacting one-on-one with stakeholders, 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 to respond effectively, accurately, and sensitively while ensuring both individual and institutional needs are met. The incumbent will be responsible for addressing questions and concerns that arise during training sessions. As a result, the role requires specialized knowledge across the AVP's portfolios to maintain a strong reputation for our programming, mitigate against institutional and legal risk, and ensure that participants have accurate information to effectively engage with human rights principles).
- **Decision-Making Authority:** The role has a mix of defined, specialized, routine and non-routine tasks, with a strong emphasis on tasks that require sound judgement, individual problem-solving, tact, and discretion in juggling and executing these 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 constraints with competing priorities. Flexibility in working hours, thoroughness, accuracy, attention to detail, and professionalism are required.
- **Working Environment:** The Education and Learning Specialist will have a flexible schedule 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.