

## JOB DESCRIPTION POINT RATING EVALUATION PLAN

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Working Title

Name

Learning and Development Training Consultant

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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
		Disabilities Services Division, Disability Policy Branch	Assisted Living and Social Services

Present  
Class

Requested  
Class

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Dept ID	Program Code	Project Code (if applicable)

**PURPOSE:** Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

The Ministry of Assisted Living and Social Services (ALSS) provides supports for seniors, families and communities, and helps Albertans access disability services, financial supports, services for the homeless, and other social-based programs through a person-centred, integrated service delivery model that recognizes the unique circumstances, experiences and strengths of individuals and families. The Disability Services Division (DSD) oversees and delivers programs and services that support people with disabilities to live and participate in their communities.

As part of the DSD, the Disability Policy Branch leads the development of evidence and practice-informed policy, program support and statutory oversight for legislated programs including the Persons with

Developmental Disabilities (PDD) and Family Support for Children with Disabilities (FSCD) programs. These programs provide coordinated supports and services to Albertans with disabilities and their families to enable their social inclusion, community participation and independence. DSD embraces innovative policy and practice as part of continuous quality improvement processes that challenges current state and envisions possibilities for new and better outcomes for Albertans across the lifespan.

The Disability Policy Branch Training Team ensures that the appropriate training, learning and development are provided to meet the learning needs of DSD employees. This includes to:

- Collaborate with DSD and the provincial training team to determine staff development needs
- Consult with DSD to ensure knowledge and skill development of workers and the service delivery sector
- Provide ongoing training, development and tools
- Collaborate with DSD and the provincial training team to track, maintain and store training records and materials including delegation.
- Promote, communicate and advertise training activities

Reporting to the Manager, Statutory Oversight and Priorities, the Learning and Development Training

Consultant (LDTC) leads the design and development of learning and development pathways, learning events (training calendars), and curriculum for DSD delivery staff and the service delivery sector. The LDTC delivers classroom training (both in-person and remote) and ensures staff have the required skills and knowledge to deliver Disability Services programs and services under the ALSS Mandate. The LDTC is also responsible for database systems training, which includes designing, developing, delivering and evaluating database systems that support business in program areas. The position provides ongoing evaluation and improvement of learning and development curriculum to ensure training content is current and relevant. The LDTC position is expected to develop and maintain strong links with program delivery and other departments to support FSCD and PDD delegates in fulfilling their roles and responsibilities. The LDTC may collaborate with key stakeholders or contractors who have the skills and knowledge to provide quality, professional, effective and cost-efficient service.

2022/11/24

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. The Learning and Development Training Consultant is responsible for delivering training (both in-person and remote) and ensure delivery staff and other trainers (i.e. community partners) have the required skills and knowledge to deliver PDD and FSCD supports and services.
  - Provide delivery staff, supervisors and managers with the tools, skills and knowledge required to support them in their roles.
  - Provide training of business processes on database systems in DSD program areas.
  - Address different learning styles through the use of multiple training techniques to engage the adult learner (presentations, experiential exercise, guided discussions, practices and simulation exercises, etc.).
  - Identify solutions and initiatives to meet different learning styles, training venues, technology and changing requirements.
  - Provide participants with one-on-one instruction/guidance on specific/individual issues.
  - Address specific program service delivery methodologies, options and solutions that meet the program's needs, and resources while balancing and meeting GOA direction and policy.
  - Adjust and modify course material and content to provide timely training and immediate knowledge transfer regarding changes in program and policy, service delivery methodology, prototypes, Government/Ministry initiatives, etc., and impact on service delivery prior to incorporation in training materials.
  - Collaborate with the Training and Project Solutions Team, Strategic Services, to track and record course completion with the training environment.
  - Provide feedback, guidance and options to supervisors/managers regarding staff learning and participation or non-participation in training courses.
  - Coordinate and schedule provincially delivered training to the branch, DSD and relevant community partners.
2. Support the instructional design (analysis, design, development, delivery, implementation, evaluation, and improvement) of curriculum for delivery staff across the province, including supervisors and managers and ensure staff have access to high quality learning and development opportunities.
  - Assessing requirements and determining outcomes utilizing focus groups, interviews and surveys.
  - Support in the development of training plans and learning pathways for specific roles including recommendation of types and number of courses and sequencing.
  - Establishing measurable training deliverables.
  - Determining internal and external subject matter experts for content development and validation.
  - Determining in-house development or contracting with external service providers.
  - Providing initial and on-going 'train-the-trainer' support to internal or external trainers.
  - Selecting the most appropriate method(s) to deliver the training based on best practices, audience, learning styles and location.

- Evaluate and continually improve program(s) and curriculum to remain current and effective.
3. The Learning and Development Training Consultant oversees and manages the delivery of training to DSD staff, ensuring value for dollars, ties to ministry and corporate goals, and use of best practices in adult learning. This includes:
    - Communicating and marketing the learning initiatives to garner support for attendance and acceptance of any resulting service delivery changes.
    - Managing the on-going logistics, including trainer availability
    - Research and maintain currency in training tools and methods to build competency and confidence to staff to incorporate learnings/changes in everyday work performance.
    - Develop targeted training to ensure staff have access to training when required.
  4. The Learning and Development Training Consultant is responsible for the on-going maintenance and enhancements to existing DSD training and development initiatives to ensure course content is current,

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reflective of changing client needs, and relevant. This includes:

- Maintaining on-going contact with subject matter experts to address required changes.
- Proactively researching best and emerging practices in delivery methodologies, and adult learning.
- Assessing course evaluations regarding program deliverables and improving service delivery to Albertans.
- Recommending and collaborating with program partners regarding any changes.
- Tracking and assessing enrollment and continuation of training initiative.

5. The position is responsible for proactively developing and maintaining partnerships with Ministry staff, subject matter experts, trainers, and all related stakeholders to ensure the DSD and relevant community partners have the knowledge and understanding to provide relevant current and future training programs.

This is accomplished by:

- Reviewing and assessing impact of legislative/regulatory changes as well as changes in Ministry mandate, direction and priorities.
- Continually reviewing current training initiatives to ensure alignment with Ministry goals and priorities.
- Negotiate and balance expectations of Ministry executives, management, staff, service delivery partners and other stakeholders in prioritizing and developing training initiatives.
- Identify the need for and incorporating change management to address the impact on staff, service delivery and partnering relationships as a result of changing learning requirements.
- Network with peers to leverage experience and knowledge and determine applicability to the development and delivery of training initiatives, materials and tools.
- Facilitate process improvements that help ensure available resources are utilized in the most efficient manner and are able to meet new challenges faced by DSD.

6. The Learning and Development Training Consultant is responsible for building collaborative relationships with both internal and external stakeholders to ensure that learning projects are successful.

- Establish and maintain positive working relationships, partnerships, and networks with Ministry and external stakeholders that support effective and efficient learning and development initiatives.
- Look for opportunities to leverage Ministry and government wide training and incorporate them into provincial training.

- Participate in internal and external Provincial committees and project teams, representing DSD perspectives as required.
- Balance competing stakeholder requests.
- Facilitate meetings and workshops.
- Participate as a member of a collaborative team to ensure the success of the branch.
- Provide advice and recommendations to the management team on the development of policies, procedures and business processes related to learning and development program development and implementation.

**SCOPE:** List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This position is responsible for working in collaboration with the provincial training team and DSD:

- Ensures delivery staff (including supervisors and/or managers) have the training, skills, and knowledge necessary to successfully deliver PDD and FSCD supports and services.
- This position is also responsible for an agile training approach by way of collaborating with the business design and co-training that is not yet defined in its entirety. The work requires the position to work in collaboration with the Provincial Training Team on projects from start to finish (analysis, design, development, delivery, implementation, and evaluation).
- The position leads the scheduling and coordinating of related training on a province wide scale.

Externally, the position may work with contracted instructional designers, subject matter experts

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internal/external, and professionals to move projects forward.

- The position is responsible for supporting in the development and the design of curricula including determination of goals, objectives, and priorities. The position must exhibit creativity and problem solving in order to: conduct needs assessments, design and develop learning and development events and curriculum/learning paths, choose implementation strategies that will work within the context of operational priorities and constraints.
- Provides training and development initiatives, programs, and courses to DSD staff and partnering agencies to ensure service delivery staff have the skills, knowledge and competencies to provide Albertans (primarily vulnerable Albertans) with quality, professional, effective and efficient services.
- Provides consultative and expert advice to influence program development that will support the strategic direction of the ministry.
- Uses creativity and innovation to address identified needs and flexibility to meet changing priorities and direction.
- Assesses training requests and influences and negotiates with stakeholders, subject matter experts and trainers to balance competing perspectives, maintain focus on program development and outcomes and aligning with DSD, Ministry and GoA objectives.

**KNOWLEDGE, SKILLS & ABILITIES:** Provide a list of diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.



The position requires a post secondary degree in social services or related field (adult education/training, organizational development) with a minimum of 3 years of directly related experience.

The position requires strong knowledge and understanding in the following areas:

- Designing, developing, delivering and evaluating adult training
- Expertise in coaching, facilitation in various modalities and train the trainer
- Current and emerging training methods, technology, tools and learning aids
- Online training delivery methodologies and tools
- Knowledge of PDD and FSCD programs and service delivery staff needs
- Strong knowledge and familiarity with computer programs/training of computer programs.
- DSD and Ministry business strategies, priorities, programs, and resources
- GoA learning, training and development initiatives and strategies

The position requires the following skills and abilities:

- Effective communication skills
- Coaching, mentoring, facilitation and negotiating skills
- Contract management skills
- Project Management skills
- Ability to successfully manage multiple projects
- Ability to collaborate with internal and external partners
- Ability to build strong working relationships, internal and external to the ministry
- Ability to plan, organize and prioritize work
- Demonstrated creativity and analytical ability to develop and implement new programs and initiatives
- Ability to work both independently and in a collaborative team environment

**CONTACTS:** The main contacts of this position and the purpose of those contacts.

Ministry executives/management: Regular contact, to provide consultation, information and advice and to gain support regarding training and development initiatives.

DSD staff: Daily contact, to exchange information and coordinate initiatives

Partners: Ongoing contact, to collaborate, validate and deliver training and development programs. To exchange information and discuss issues, concerns and consensus building (Ministry staff, external consultants, etc.)

Other Ministries: Contact as required to exchange information and collaborate on learnings.

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised.

The position coaches and mentors internal and external trainers.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** List the significant changes that have occurred in your job since the last review.