New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Training Coordinator

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

EFS/CSD/SPEC

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

SPEC Supervisor

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Training Coordinator supports the Common Service Delivery (CSD) Branch by planning, developing and delivering training and development initiatives for staff across CSD. This role supports the creation and maintenance of training materials, ensuring it aligns with legislation, policy, and business processes. Additionally, the Coordinator will be brought in to support major projects and system implementations. The position manages training materials, resources, and evaluation processes to enhance staff competency and service quality and ensure training-related project tasks are successful. A key element of this position is the coordination of a wide diversity of programs and units across CSD, that use various applications and tools.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Training Strategy and Planning
- Develop, implement, and maintain a training plan that is aligned with CSD priorities.
- Conduct training needs assessments and recommend and/or develop solutions to address identified gaps.

- Collaborate with leadership and stakeholders to ensure training supports organizational goals.

Development and Delivery
- Design and deliver training programs for onboarding, system updates, and major initiatives.
- Create and maintain training materials and resources, including e-learning and virtual formats.
- Coordinate orientation sessions for new staff and update content regularly.

Project-Based Training
- Create and customize training for onboarding, system development, and implementation projects as needed.
- Develop specialized training for new functionality and processes.
- Communicate updates and changes through multiple channels such as written communication and training, and information sessions.

Evaluation and Continuous Improvement
- Establish performance measures and evaluate training effectiveness.
- Collect and analyze feedback to improve training programs.
- Stay current with best practices and emerging training technologies.

Collaboration and Leadership
- Liaise with internal teams, external partners, and contractors to support projects and the creation and maintenance of training programs.
- Provide guidance and support to CSD trainers and subject matter experts.
- Serve as CSD's representation on committees and working groups, leading and providing expertise and input on training strategies and initiatives.

Problem Solving

Typical problems solved:

- Analyze training gaps and identify the root causes of training issues, crafting recommendations to leadership that address/resolve them.
- Implement training recommendations with approval from business area leadership, evaluate the success of implementation and provide guidance on process improvement and lessons learned.
- Identify and collaborate with internal and external partners to ensure proper approvals and standards are met in regards to training delivery and content.
- Determine the best structure and method of training delivery.
- Collaborate to identify training best practices and ensure all developed training aligns with those standards.
- Identify project training requirements and develop a training schedule that meets the timelines of the overall project.
- Ensure that training initiatives and programs are strategically aligned with Branch, Division and Ministry goals.

Types of guidance available for problem solving:

Training Coordinators work closely with business unit leadership and branch senior leadership to discuss training issues and needs. Training Coordinators also have the support of the Strategic Projects and Engagement Coordination (SPEC) Supervisor for guidance and advice. If supporting the training of a SPEC led project, the Training Coordinator will also work closely with the Project Coordinator to ensure that training needs align with the project goals and timelines.

Direct or indirect impacts of decisions:

- Successful implementation of projects, training courses and training strategies.
- Staff success, performance and retention.
- Ability for the business unit to maintain operations and meet operational targets.

Key Relationships

Major stakeholders and purpose of interactions:

The role works in close partnership with operational teams across CSD to facilitate development activities,

respond to training needs, and support the execution of strategic initiatives. The role consults regularly with the SPEC Supervisor and collaborates daily with CSD Trainers, unit subject matter experts, Project Coordinators and project teams. Weekly interactions typically occur with CSD Supervisors and Managers. The role also engages with external partners and subject matter experts, including those in the Modernization Office Branch, Provincial Training Team, Technology and Innovation, and other Training Coordinators within the division.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Education	Other	

If other, specify:

Bachelor's and 2 years related experience in training focused on adult education. Equivalencies as per MRS.

Job-specific experience, technical competencies, certification and/or training:

Working knowledge of:
- A variety of Assisted Living and Social Services programs and services, including Assured Income for the Severely Handicapped (AISH) and Income Support.
- Knowledge of Contact Centre and application processing and procedures and systems such as CXone, ServiceNow, TOI, Compass and SharePoint.
- Extensive knowledge of how to deliver and develop training based on training requirements.
- Demonstrates comprehensive knowledge of all CSD areas, including the programs and services offered and the systems used to support them.
- Project management best practices, processes and tools.

Skills:
- Apply critical thinking and decision making.
- Apply training methodologies, curriculum development approaches and associated delivery techniques, e.g., in-person, web-enabled, Teams and e-learning.
- Ability to deal with stress and short, critical timelines.
- Well-developed oral/written and active listening skills.
- Strong planning, organizational and project management skills - ability to manage multiple complex projects simultaneously to successful conclusion.
- Excellent interpersonal, consultation and issue resolution skills; demonstrated ability to work in teams and establish effective working relationships with peers and senior leadership.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	• Proactively identifies current and emerging training gaps, developing strategies and processes to mitigate risks and capitalize on opportunities, including the integration of new technologies • Demonstrates a comprehensive understanding of program interdependencies and role relationships to inform the creation of effective processes and training materials

		• Ensures training strategies and outcomes align with CSD, EFS, and ALSS strategic priorities, while reflecting APS values and competencies • Collaborates across all CSD units to design and support training programs and process improvements, while sharing best practices • Partners with internal and external stakeholders to promote consistency and excellence in training delivery
Build Collaborative Environments	○ ◉ ○ ○ ○	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	• Works with various functional areas to support the development of training strategies and programs • The Training Coordinator is responsible for creating safe and collaborative environments that leverage the skills of the individuals and teams they work with
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	• One of the key duties of the Training Coordinator is to identify the root cause of training issues through the various perspectives of functional units and roles • They are tasked with identifying ways to improve training programs and enact process improvement initiatives • Training coordinators work closely with unit leadership and subject matter experts to find collaborative solutions to address challenges and risks
Develop Self and Others	○ ◉ ○ ○ ○	Seeks out learning and knowledge-sharing opportunities: •Reflects on performance and identifies	Training Coordinators are expected to be knowledgeable of current and emerging training systems and initiatives.

		development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports	They are responsible for sharing their knowledge with their direct team as well as CSD trainers
Agility	○ ◉ ○ ○ ○	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	Training Coordinators will often be tasked with leading change through the development of training courses and programs. They are required to be change champions and support staff who may be struggling with it

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____   _____   _____
Employee Name   Date yyyy-mm-dd   Employee Signature

_____   _____   _____
Supervisor / Manager Name   Date yyyy-mm-dd   Supervisor / Manager Signature

_____   _____   _____
Director / Executive Director Name   Date yyyy-mm-dd   Director / Executive Director Signature

_____   _____   _____
ADM Name   Date yyyy-mm-dd   ADM Signature

_____   _____   _____
DM Name   Date yyyy-mm-dd   DM Signature