



## Training and Organizational Development Specialist

Bring your clinical knowledge in addition to your learning and organizational development experience to this regular full-time role as a Training and Organizational Development Specialist for the Central West Community Care Access Centre (CCAC).

As a learning facilitator, change agent, and member of the Client Services and Organizational Development Team, the Training and Organizational Development Specialist is responsible for providing performance consulting services which includes assessing employee learning needs, ensuring the delivery of appropriate interventions (training, facilitation, job aids etc.) coaching, providing performance feedback and assisting Managers with performance management initiatives as appropriate.

The Training and Organizational Development Specialist promotes learning to both internal and external stakeholders to support the creation of a learning organization, increase organizational effectiveness and health, maximize human capital, and build organizational culture and capacity. This objective is achieved by designing and delivering organizational performance interventions to enhance individual, team and organizational performance to support the goals, vision, mission and strategic direction of the organization.

Specific responsibilities include: organizational development, training and development as well as coaching and mentoring.

LOCATION: Brampton, Ontario

### ESSENTIAL QUALIFICATIONS

- A related University Degree (Adult Education, Organizational Development, Organizational Psychology) or an equivalent combination of education and experience.
- Minimum of two (2) years experience in organizational development, education/training or recognized equivalent work experience.
- Knowledge of adult education theories, practices, and trends.
- Expertise in conducting needs analysis, facilitation techniques, developing OD interventions, designing curriculum, facilitating learning and coaching.
- Experience with organizational development and change management initiatives.

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- Knowledge and understanding of community health and long term care within the context of the broader health care system.
- Knowledge of quality management principles.
- Proficient/advanced knowledge of Microsoft XP and Microsoft Office applications.
- Excellent facilitation, verbal communication and interpersonal skills (negotiation, relationship building, presentation).
- Experience in video editing and e-learning.
- Demonstrated project management/organizational skills.
- Demonstrated written communication skills to produce clear, concise and effective educational materials, presentations, reports etc.
- Exhibit discretion, diplomacy and tact given that the role is privy to labour relations details and confidential Human Resources information.
- Creativity, analytical and conceptual skills to interpret data, identify trends, and develop recommendations.
- Decision-making and problem-solving skills to identify appropriate responses to issues or problems in the face of conflicting needs.
- Demonstrates commitment to the Central West CCAC's mission and values.

#### ASSETS

- Progress towards CSTD or CHRP designation an asset.

#### WHO WE ARE

Each year, over 600,000 people count on the **Community Care Access Centres (CCACs)** of Ontario as their single point of access for community services. CCACs play a pivotal role in helping clients navigate the complexities of the health care system, and we are dedicated to supporting and enhancing the quality of life, independence, health and well-being of individuals in the communities we serve.

#### HOW TO APPLY

For more information and to apply for this role, please visit our website at [www.ccacjobs.ca](http://www.ccacjobs.ca). You may also send your resume to Human Resources at [careers@cw.ccac-ont.ca](mailto:careers@cw.ccac-ont.ca). All applications will be reviewed.

*The Central West Community Care Access Centre is governed by the requirements of the French Language Services Act and therefore encourages applications from French speaking candidates.*