

JOB DESCRIPTION

JOB TITLE	Integrated Services Trainer
DEPARTMENT / PROGRAM AREA	Social Services
REPORTING TO	Supervisor of Employment and Client Outcomes
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	Band 7
DATE	June 2018

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Assists the Ontario Works Team to provide support, coaching, mentorship and training to all program areas within the Social Services Department. Collaborates with staff to resolve issues arising from file audits, program reviews, process and service delivery change, internal reviews, SAMS issues including overpayment issues and regulatory or policy updates.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

<p>Staff Coaching & Training</p> <ul style="list-style-type: none"> • Develops, delivers, and evaluates training programs (including self-study and blended learning opportunities) for all staff, under the supervision of program management; • Provides performance coaching and train-the-trainer programs for internal professional development; • Coordinates training activities and schedules; • Review minutes of all team meetings; • Lead training sessions for staff as required such as; Legislation, Technology changes and workarounds, Local Policies; etc. 	50%
<p>Business Processes</p> <ul style="list-style-type: none"> • Facilitate on-going training and review of policies and processes to ensure program integrity; • Recommend best practices to Supervisors of program; • Update local processes/documents as assigned by the Supervisor; • Ensure that updated policies and procedures are accessible to all staff; • Maintain updated policies and procedures in user friendly, central electronic location in consistent format (ie LHOP); 	25%
<p>Ministry Communications</p> <ul style="list-style-type: none"> • Review communications from the Ministry as assigned by the Supervisor and provide updated training to staff; • Assess impact of changes on local policies and business practices and make recommendations for changes to Supervisors; • Identify changes in SAMS business processes; 	10%
<p>Technology</p> <ul style="list-style-type: none"> • Review SAMS and OCCMS reports as required; • Advise program management on key performance indicators; • Identify training needs and recommend to Ontario Works Team; • Provide staff training on reading reports and tools to utilize reports as intended by the province; • Assist staff with overpayment resolutions as required; 	10%
<p>Other Duties</p> <ul style="list-style-type: none"> • May assist with the development and completion of reports for Senior Management, the Board and the Ministry; • May assist with the completion of internal reviews; • Assist with the orientation of all new staff; 	5%
<p>As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.</p>	

QUALIFICATIONS

- Post Secondary Diploma in Social Sciences, Human Services or related field or an acceptable combination of education and experience;
- Three (3) years previous experience in Ontario Works service delivery;
- Excellent working knowledge of the Ontario Works Act & Regulations, Day Nursery Act & Regulation;
- Excellent working knowledge of SAMS and OCCMS;
- Demonstrated analytical skills and ability to develop sound recommendations;
- Demonstrated ability to facilitate decision-making groups and to develop and deliver training sessions;
- Demonstrated ability to work effectively with front line staff and management;
- Excellent verbal and written communication skills;
- Proficiency in the use of Microsoft Office applications for report writing, data analysis, Micro soft programs and presentations;
- Must possess a valid Ontario Driver's License and have a vehicle available for use on the job;
- Respect of confidentiality.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - Two years or equivalent.

EDUCATION AND SPECIFIC TRAINING

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together]

Over two years, up to and including four years.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires that changes be recommended to established methods or procedures. Work involves a choice of methods or procedures or sequence.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Continuous periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Medium activity of intermediate duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate co-ordination of coarse movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in a serious loss of time or resources, or cause significant embarrassment within the organization and have limited impact on its public image.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Persuasive diplomacy required when recommending, discussing to clarify information, or negotiating matters with others.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of frequent exposure.