

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT

(ONTARIO WORKS DIVISION – BUSINESS & SYSTEM SUPPORT - LOCATION - 1550 UPPER JAMES ST.)

TRAINER – ONTARIO WORKS - CUPE 5167

The Healthy and Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to the supervisor, of the Business Supports team, designs, develops and delivers training programs to new and existing staff within the Healthy and Safe Communities Department to improve employee performance, achieve efficiencies and comply with Ontario Works legislative and departmental standards.

GENERAL DUTIES

Provide training to new and existing staff under the guidance of the Supervisor, Business Supports.

Develop and design training programs, and deliver modules by way of classroom and/or e-learning with the goal of improving employee performance, covering a wide range of topics such as:

- departmental policies
- eligibility requirements for Ontario Works
- service delivery technology
- case management and interviewing techniques
- organizational guidelines and business processes
- Ontario Works legislative changes

Assess training needs of existing and new staff.

Facilitate training programs and information sessions to existing and new staff.

Schedule training sessions and equip facilities with program material and resources such as computers.

Plan, organize, schedule and coordinate work for employees. Maintain quality, accuracy and quantity of work by checking work of employees.

Design, evaluate and collate employee evaluation forms for training programs.

Evaluate and interpret results of classroom performance through comprehensive learning and evaluation tools.

Provide advice, guidance and direction to management and employees in the interpretation and application of theory and policy to a variety of complicated scenarios.

Train participants in programme procedures during home visits by ensuring safe and effective work methods for dealing

with potential exposure to vulnerable clients.

Participate in meetings to ensure uniformity and consistency of information. Participate in the development of Policies and Business Processes to ensure these standards are incorporated in training programs.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Advanced knowledge of relevant social programs acquired through the completion of a degree or diploma in Social Work or a related field or an equivalent combination of education and relevant work experience.
2. Knowledge gained by successfully completing the training for an Ontario Works Worker, with progressive on the job experience as an Ontario Works worker.
3. Demonstrated knowledge of adult learning principles and techniques acquired from previous related experience. Certification in adult learning/training an asset.
4. Advanced working knowledge of Ontario Works Legislation, Policy Directives, local Business Processes, Social Assistance Management System and Social Assistance Legacy Information System (formerly Service Delivery Model Technology).
5. Previous experience designing—and facilitating core, remedial and supplementary training for groups and individuals, evaluating learning progress and designing and developing training programs materials including presentations, tests and quizzes and eLearning materials.
6. Excellent verbal and written communication skills, with highly developed organizational and time management skills, analytical and problem solving, and sound interpersonal and change management skills.
7. Ability to work both independently and in a multi-disciplinary team setting in a fast paced, constantly changing environment.
8. Demonstrated proficiency and experience in a computerized environment including Microsoft Outlook, Word, Excel, Power Point, Acrobat Reader and other related computer applications to support the creation of e-learning.

THIS POSITION REQUIRES A VALID CLASS “G” DRIVER’S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
