



FamilySmart

Learning and Development Manager Part-Time – 21 hrs/week .6 FTE

Our Organization

For 20 years, FamilySmart has been working in B.C. to enhance the quality and experiences of services, support and information families receive when seeking help for their child, youth or young adult with mental health challenges. We help children and young people by helping their family and other caring adults. We know children and young people do better when the adults who care about them are supported.

Position Summary

We are looking for someone incredibly organized and experienced in learning and development to manage and help implement our Staff Growth Program. The Learning and Development Manager will support the creation and implementation of a robust performance culture so that FamilySmart can deliver on its mission to enhance the quality of experiences and services for child and youth mental health. Our staff team is important to us and we want to ensure we support and help them succeed in their roles with FamilySmart. This role will be rooted in helping our incredible team deliver on the work that supports families and is so meaningful to us.

Specifically, the Learning and Development Manager will manage and update our Staff Growth Program, which will support the learning and development needs of our staff. This role will work with the FamilySmart leadership team to determine what is needed for learning and development to support role competencies and performance objectives. This role will also be responsible for maintaining a suite of workplace learning and performance management programs in a Learning Management System.

What You Will Do in Our Organization

The Staff Growth Program Manager will:

- Maintain the essential elements of the Staff Growth Program by working with the leadership team to ensure relevance and currency of the goals, performance objectives and competency profiles and their integration with other FamilySmart initiatives by managing the successful implementation of the Program, and its various pieces.
- Collaborate with the leadership team and those responsible for delivering the Program to continuously:
 - Assess the support needs of our team by conducting performance analysis such as needs assessments and job and task analysis
 - Review and refine the Program's learning and performance management activities and tools
- Work with our team to identify learning needs and growth opportunities to be integrated in the Program.
- Manage the Learning Management System (LMS) used to deliver, monitor and report staff participation in the Program by managing its implementation, population and ongoing administration.
- Where required, help create, develop or source new curriculum or content required to meet the learning needs of our team.

Things we will love about you-Knowledge & Skills

- **The Learning and Development Manager must have knowledge of:**
 - Organizational behavior and performance management
 - Planning, project management and change management systems
 - Learning and development processes
 - Career Planning
 - Design of learning and performance support interventions
 - Familiarity with the mental health services/system in BC and other jurisdictions in Canada
- **The Learning and Development Manager must have skills in:**
 - Planning and project management
 - Computer/technical operation and electronic systems management, especially Learning Management Systems like Accord LMS & design tools like Rise by Articulate
 - Organizational and time management skills especially accountability, reliability and punctuality
 - Interpersonal Relations including:
 - Communication (writing, speaking, listening)
 - Collaboration
 - Critical thinking
 - Creative thinking
 - Independence
 - Problem solving:
 - Analysis
 - Troubleshooting
 - Decision making
 - Self-awareness, with a desire to learn from others
- **The Learning and Development Manager must be:**
 - Detail oriented
 - Able to operate software at an expert level
 - Self-starter with a positive attitude and willingness to work flexible hours from a home office
 - Able to work independently and show initiative as well as part of an inter-disciplinary team
 - Curious and interested in hearing what is needed before offering solutions

Experience & Education

Experience

- Five+ years in a staff growth role that includes:
 - Demonstrated experience leading staff support & learning projects
 - Demonstrated project and change management experience
 - Demonstrated experience with Learning Management Systems
 - Design and implementation of staff support processes
- Working in or familiarity of a not-for-profit organization

Education

- Degree in Human Resources, Learning & Development or related field

Special Requirements

- Criminal Record Check completion within first month of employment
- Privacy Training completion within first month of employment
- Able to work remotely from a home office and occasionally in person at our Burnaby office
- Good command of the English language

Compensation & Hours

- Part-time position (21 hrs per week) with annual salary & benefits commensurate with experience and qualifications

How to Apply

Please send resume and cover letter to Robin Brown at careers@FamilySmart.ca,

Subject line: Learning and Development Manager

*Please note that the assessment of applicants will be made on an ongoing basis and continue until a hire is made. We thank all applicants, however, only those selected for an interview will be contacted.

For more information about us, please visit our website: <http://familysmart.ca>

The Institute of Families is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to age, ancestry, colour, family status, marital status, physical or mental disability, place of origin, political belief, race, religion, sex, sexual orientation, or criminal conviction unrelated to employment.