



POSITION: Regional Support Staff - North
REPORTING TO: Community Learning Network (CLN) Executive Director
HOURLY WAGE RANGE: \$28.00 - \$31.00 per hour

KEY OBJECTIVES:

The Regional Support Network is supported by funding from Alberta Advanced Education in order to provide the best supports, resources and connections to Community Adult Learning Programs to empower them to meet the program's mandate for the benefit of adult foundational learners in Alberta. Reporting to the Executive Director, Community Learning Network, Regional Support Staff members work closely and collaboratively to build capacity among CALP-funded programs, their staff and boards in rural and urban communities within a designated geographic area of Alberta.

KEY RESPONSIBILITIES:

- a key relationship-builder who provides the critical connection among adult learning and literacy system stakeholders in a specific geographic region
- a champion of adult literacy and learning, and an ambassador for the Community Adult Learning Program in Alberta
- a collaborative team member who supports CALP-funded community-based adult learning organizations to help them successfully meet the CALP mandate and implement the program guidelines
- a coach and mentor who provides customized one-on-one support to staff, volunteers (tutors and board members) and contracted instructors/facilitators, and coordinate and/or deliver targeted professional development and training to community learning organizations within the North region
- a regional and provincial link who is responsible for disseminating current and accurate information, as well as facilitating and promoting the open exchange of information, resources and best practices among CALP staff and boards within the North region

SPECIFIC ROLES:

- Achieve meaningful connections and keep regular contact and open communication with CALP staff online and in-person.
- Identify relevant professional development, training and/or learning opportunities for CALP staff and boards to support development and increase capacity in the region to meet the needs of adult foundational learners
- Plan, organize and facilitate professional communities, including regional meetings, in collaboration with CLN's Regional Support team, where CALP staff and boards come together for networking, professional development and the sharing of best practices
- Establish, build and maintain communications and relationships with CALP-funded organizations, other learning organizations, community partners, and other system stakeholders in the region, including Comprehensive Community Colleges, Rural Routes, and government staff (where appropriate); and act as the CLN liaison to these groups
- Report regularly to the Community Learning Network on regional trends, issues, challenges and successes
- Provide one-on-one customized support to new and seasoned CALP staff through onsite visits, training, professional communities, coaching and mentoring.
- Contribute to PD and resource development projects, as needed



REQUIRED EXPERTISE

- As a whole, the provincial Regional Support Team has expertise in the following areas:
 - Adult Literacy
 - Adult Learning
 - Tutor Training
 - Family Literacy Programs
 - English Language Learning
 - Board Governance
 - Familiarity with Government Direction and the adult learning system in Alberta
 - Other, as needed: for example other Foundational, Functional, and Specialized training components as they are available
- Ability to support and encourage organizations and individuals through the process of adapting to system changes
- Comprehensive understanding of needs assessment process to inform the planning, coordination and delivery of relevant, quality Professional Development and training in the region
- Working knowledge of the Community Adult Learning Program Guidelines, grant application and reporting process and requirements
- Familiarity and awareness of the unique characteristics of the geographical region, including demographics, available resources and connections, and community adult learning needs
- Experience providing and/or facilitating training, coaching and/or mentoring

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication skills, including reading, writing, verbal and presentation skills
- Demonstrated leadership, relationship building skills and facilitation skills
- Knowledge of the region and its communities, including access to or connections with relevant system stakeholders, community partners and potential support resources
- Strong organizational and administrative skills
- Ability to manage and allocate time and financial resources effectively, to maximize program impact
- Proficiency with Zoom, Microsoft Teams and other technical platforms for online delivery
- Proficiency with Microsoft Office applications (Word, Excel, Outlook)
- Ability to learn, use, model and provide orientation to new and existing communications technologies quickly and effectively
- Creative and innovative – ability to think outside the box
- A commitment to continuous learning

EDUCATION AND EXPERIENCE

- Minimum 3 – 5 years' experience in Alberta's Community Adult Learning Program
- Post-secondary education in a related field (adult education, community development, social services etc.) and/or five years related experience in a not-for-profit, social service or educational organization may be considered an asset



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TRAINING AND BENEFITS

- The schedule and hours of this position are approved by the Executive Director
- All CLN staff are encouraged to continue their professional learning through attendance at conferences, seminars, courses or other training opportunities that improve job-related expertise; approved professional development is paid for or subsidized by the CLN
- The Executive Director will work with the employee to develop and implement a personalized professional development plan, to support the staff person's success in this position

APPRAISAL AND EVALUATION

A formal performance review will be conducted at least once a year, and will include a review of the position description to ensure it remains current and accurate.