

POSITION: Regional Support Staff
REPORTING TO: Community Learning Network (CLN) Executive Director
SALARY RANGE: \$58,500 - \$60,450

KEY OBJECTIVES:

The Regional Support Network is funded by Alberta Advanced Education to ensure Community Adult Learning Programs have the professional development, coaching and support needed to meet the mandate of the program. Regional support staff work closely and collaboratively with the CLN provincial team to provide meaningful learning supports, resources and connections to Community Adult Learning Programs for the benefit of adult foundational learners in Alberta. Regional Support Staff focus on building capacity among funded programs, their staff, volunteers (tutors and board members) contracted facilitators and instructors in rural and urban communities within a designated geographic area of Alberta.

RESPONSIBILITIES:

- A relationship builder who connects CALP organizations and partners in a specific region
- A champion of adult literacy and foundational learning, and an ambassador for the Community Adult Learning Program in Alberta
- Work as part of a collaborative team to support funded community-based adult learning organizations to help them successfully meet the CALP mandate and implement the CALP program guidelines
- Provide customized one-on-one coaching and support to CALP staff, volunteers (tutors and board members), contracted facilitators and instructors
- Coordinate and/or deliver targeted professional development and training online and in-person
- Responsible for sharing relevant and accurate messaging and facilitating peer-to-peer exchange of expertise, resources and best practices among CALP staff, volunteers (tutors and board members) contracted facilitators and instructors within a geographic region

SPECIFIC ROLES:

- Establish meaningful connections and maintain on-going communication with CALP staff through phone, virtual, email and in-person site visits
- Identify relevant professional development, training and/or learning opportunities for CALP staff and boards to support development and increase capacity in a designated geographic region to meet the needs of literacy and foundational adult learners
- Plan, coordinate and support regional and provincial communities of practice where CALP staff, boards and volunteers come together to learn, share, connect and network
- Establish, build and maintain on-going relationships with CALP-funded literacy and learning organizations, other learning organizations, community partners, and other system stakeholders in the region, including Comprehensive Community College Stewardship representatives and government staff (where appropriate); and act as the CLN liaison to these groups
- Regular reporting to the Community Learning Network on regional trends, issues, challenges and successes
- Provide one-on-one customized support to new and experienced CALP staff through onsite visits, orientation and training

- Provide training regionally and provincially, online and in-person, as part of a collaborative training team
- Collaborate with CLN staff on projects to develop, adapt and update training and learning materials

REQUIRED EXPERTISE

- Experience providing and/or facilitating training, coaching and/or mentoring
- Provide relevant, quality learning opportunities to CALPs in a geographic region
- Demonstrated expertise in a variety of the following areas:
 - Adult Literacy
 - Adult Learning
 - Tutor Training
 - Family Literacy Programs
 - English Language Learning
 - Digital Skills
 - Numeracy
 - Board Governance
 - Non-Profit Operations
 - Familiarity with Government Direction and the adult learning system in Alberta
 - Other emerging training areas, as needs change and evolve
- Ability to support and encourage organizations and individuals through the process of adapting to system changes
- Understanding of needs assessment to inform the planning, coordination and delivery of relevant, quality professional development and training in your region
- An understanding of the Community Adult Learning Program Policy Manual, grant application and reporting processes and requirements
- Understanding of the unique characteristics of the designated geographic region, including demographics, available resources and connections, and community adult learning needs

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication and presentation skills
- Demonstrated leadership, relationship building skills and facilitation skills
- Knowledge of the designated geographic 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 various technical platforms for communication and training (e.g. Zoom, Microsoft Teams) and data management
- 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 lifelong 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.

TRAINING AND BENEFITS

- Benefits Package (includes medical, dental and health coverage, etc.)
- All CLN staff are encouraged to continue their professional development 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.