



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services	Instructional Design and eLearning Specialist	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-16307	Yellowknife	Talent and Organizational Development / HQ

## **PURPOSE OF THE POSITION**

The Instructional Design and eLearning Specialist is responsible and accountable for planning, designing, and implementing targeted and engaging learning solutions for the Northwest Territories Health and Social Services System (HSS System). Using adult learning methodologies and instructional design methods, this role works collaboratively with Subject Matter Experts across the HSS system and advises on how best to incorporate eLearning objectives into HSS System strategic planning.

This position plays a lead role in the promotion, planning, and decisions of eLearning delivery, and supports colleagues as they manage the design, development, and delivery of courses and other educational content.

## **SCOPE**

Located in Yellowknife, the Instructional Design and eLearning Specialist (Specialist) reports to the Manager, Strategic Learning and Talent Development (SLTD), and is responsible for supporting active learning by applying evidence-base instructional practices, while using effective learning technologies. The Specialist will work closely with Subject Matter Experts (SME's) to develop, implement and deliver instructor-led, self-directed, web based, just-in-time, eLearning, and blended learning content to staff across the HSS System.

The incumbent is responsible for implementing guidelines and setting standards for the structure and overall quality of course materials, outlining course development plans, and working with SME's on the implementation of timelines for a wide range of courses.

The Northwest Territories Health and Social Services (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of the Hay River and Tłıchǫ regions, and was established to move toward one integrated delivery system as part of the government's transformation strategy. Health and social services include the full range of primary, secondary and tertiary health and social services.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and the Hay River Health and Social Services Agency (HRHSSA) will also operate under a separate board in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines, and policies as established by the NTHSSA.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCSA, and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities are required to provide a quality, integrated HSS system for the NWT. The Talent and Organizational Development Division is the key directorial for the HSS System by establishing and being accountable for the Health Human Resource Plan and Recruitment and Retention Strategies for the entire system.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the government's transformation strategy. As part of this transformation, the HSS System has established two executive structures to support integration and alignment of the NWT HSS system. The Cross System Leadership Committee (CSLC) is representative of executive level management (Assistant Deputy Ministers and Executive Directors) from the Department of Health and Social Services and the three NWT authorities. The CSLC is focused system-level workforce and operational processes for the NWT HSS System and the performance results they yield. The CSLC reports to the DM/CEO forum which is focused on the strategic advancement of the HSS System by providing direction and leadership to improve the quality of health and social care service delivery to NWT residents.

The Talent and Organizational Development Division is accountable to the NWT HSS System's Cross System Leadership Committee and CEO/DM forum. The Division is accountable and must lead the overall health and social services system workforce planning, as well as develop and implement a human resource framework and action plan so that the HSS System has the people and talent it needs to deliver health and social services effectively to the people of the NWT.

There are unique challenges associated with attracting and retaining a full complement of staff in the HSS System which accounts for over 25% of Government of the Northwest Territories (GNWT) employees. This includes national and international competition for key professions, a dynamic professional environment driven by changing technologies and population health pressures, and the difficulty of attracting professional staff to remote northern communities.

The Talent and Organizational Development Division ensures programs are developed in collaboration with the HSS System, boards, agencies, associations and regulatory bodies of Health professions, identifying priorities and best practices to meet professional standards. This includes mandatory training, statutory training, continuing education opportunities, and that strategic talent management planning are available to employees in all regions within the Northwest Territories Health and Social Services System, as required by their profession, worksite, Accreditation Canada standards, GNWT legislation, and Workers' Safety and Compensation Commission (WSCC) requirements.

The retention of a Health and Social Services (HSS) workforce is essential to the effective delivery of HSS programs across the NWT. This unit supports HSS professionals in their learning and development to support the provision of best care to clients for better health and a better future for residents of the NWT and support the broader government objectives identified in business plans, human resource plans and Caring for Our People Strategic Plan for the NWT HSS System.

The Specialist applies key methodologies of instructional design processes, to research, design, construct, implement, revise and evaluate effective eLearning courses. The Specialist is required to be the SME in both the educational and technical aspects of distance learning, and is responsible to make curriculum and content more usable and user-friendly in a web-based learning environment, while maintaining awareness of new and upcoming developments in eLearning and instructional design processes, to ensure excellence in the learning products.

The Specialist will also work with the SLTD team in the implementation of the DuPont Learning Management System (LMS), with a focus on implementing training and development initiatives using instructional design techniques and our two major eDevelopment authoring tools, Articulate 360, and DSS eLearning Suite.

## **RESPONSIBILITIES**

### **1. Use new instructional design and eLearning methodologies to design and develop learning assets for instructor-led, self-directed, web based, blended and eLearning products.**

- Act as a SME with both practical and technical expertise in areas of design and development for all learning approaches
- Provide expert strategic advice and guidance to HSS system management and subject matter experts on eLearning requirements, development and delivery
- Support the various channels of adult learning to assist with the acquisition of new knowledge, skills and/or behaviors
- Recommend the appropriate design coordination that best meets the overall needs of the client group
- Remain current with evolving technologies, providing the most up to date trends in course design, development, delivery options, and services

- Determine the appropriate method of delivery including in-class, e-Learning, job aids, etc. to ensure learning objectives are met.
- Plan, design and develop learning solutions related to business and developmental needs of our client groups, leveraging instructional design models (ADDIE, Bloom's Taxonomy, Gagnes Nine Events) to best deliver the appropriate learning experience.
- Source relevant content to ensure an all-encompassing learning experience is attained.
- Bring innovative and creative approaches to eLearning, blended and in class projects, as well as job aids and video content.
- Facilitate Train the Trainer sessions to support the transfer of knowledge to the business partners.
- Oversee the distribution methods for learning and how to best leverage the DuPont LMS platform to effectively deploy and manage content.
- Ensure end product delivery is compatible with LMS platform and supported by IT systems.
- Responsible for the creation of courseware using eDevelopment authoring tools such as Articulate 360, and DSS eLearning Suite.
- Design and manage learner experience.

**2. Deliver and maintain training materials that are in line with the direction set out in the NTHSSA Learning Policy.**

- Develop policies, procedures, resources, and SOP's to support the eLearning development and delivery process
- Plan and facilitate instructional workshops, training, and support best practices in training strategies, learning activities, assessments, and the integration of appropriate technologies.
- Preparation of all instructor related materials such as objectives, outlines, storyboards, and facilitator's guides.
- In collaboration with other project stakeholders, identify and assess risks and potential impacts (i.e. organization, design and policy creation), and provide contingency plans to address variable situations as they arise.
- Act as a lead designer/developer, providing design and development oversight on learning solutions while ensuring alignment to learner accessibility and principles of diversity and inclusion, and leveraging established standards and guidelines.
- Demonstrate commitment to fostering a diverse and inclusive environment and proactively advise on inclusive design practices to ensure a positive user experience for all.
- Continuously enhances knowledge/expertise in own area and participates in knowledge transfer within the team while keeping current with industry trends and developments.
- Research best practices and implement new methods to augment learning and increase customer satisfaction.
- Responsible for adherence to information management system, publishing, versioning, and controls of training content qualifications.

- Research and stay informed on instructional design best practices, industry standards and trends.
- 3. Monitor and manage the evaluation and revision of learning products, learner development, and applied knowledge through formative and summative assessment metrics.**
- Ensures project metrics and reporting mechanisms are in place for the day to day management of the project to allow the reporting of project status to SME's, and Management.
  - Design assessment and evaluation tools that focus on delivering effective and engaging learning experiences and developmental opportunities.
  - Analyze data received from evaluations and use data to identify and recommend continuous improvement opportunities for courses.
  - Identifies risks that may result in an unsuccessful implementation and develop risk mitigation strategies.
  - Oversee and participate in the review, testing, and revision of all new programs.
  - Review feedback of training deliverables for instructional design and HSS employee requirements from a content and design perspective.
  - Evaluate knowledge skill transfer, and program effectiveness of online learning.
  - Work with Learning Management System (LMS) Coordinator to define ongoing reportable metrics in alignment with HSS System mandatory requirements.
  - Coordinate with the SLTD team in gathering and delivering output metrics using various data collection techniques
- 4. Work collaboratively with SME's across the HSS System as a project manager for course development, delivery, and revision.**
- Provide project management oversight in the design, development, and implementation of eLearning products.
  - Keep track of project plans and ensure all expectations are being met from all parties involved.
  - Ensure on-time delivery of all projects within scope and budget.
  - Autonomously handle challenges that arise during projects, devising solutions and communicating with project team members.
  - Keep team updated on status of projects to facilitate coordination of department resources, capacity, lessons learned and best practices.
  - Manage tracking system for eDevelopment requisitions .
  - Manage eDevelopment plans to support project implementation.
  - Ensure eDevelopment timelines are met .
  - Lead and support special projects as required.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual physical demands

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands

### **Mental Demands**

No unusual demands.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and application of Adult Learning Principles, and Instructional Design methodologies.
- Knowledge of theory and practices related to curriculum development and eLearning methods.
- Designing instruction abilities; needs assessment, learning objectives, learner analysis, evaluation etc.
- Ability to stay on top of new instructional design practices, delivery technology and trends.
- Ability to develop and prepare learning and development materials (facilitator materials, learner materials, curriculums, job aids).
- Knowledge of LMS software, eDevelopment platforms, (Articulate, Captivate and Storyline), and MS Office applications.
- Skilled in development and facilitation of presentations, and in-person teaching abilities.
- Communication skills – verbal, written, editing and proof reading, and interpersonal skills; ability to relate at all levels of the organization.
- Project management skills and the ability to manage large projects from intake to close.
- Ability to research and assimilate a large quantity of diverse information.
- Ability to work within restrictive timelines and accurately account for timeline variances.
- Problem solving and decision-making abilities.
- Ability to apply creativity to work.
- Able to work both independently and collaboratively.
- Able to respond positively to organizational, departmental, and process change.
- Flexibility/adaptability to change.
- Ability to acquire and apply knowledge of Human Resource soft skill content design.

### **Typically, the above qualifications would be attained by:**

Successful completion of a degree in Advanced Education and/or Adult Education, Instructional Design and Technology, or a related field and a minimum of five (5) years recent related job experience in Instructional Design and/or eDevelopment, or eight (8) years recent, relevant work experience.

A Certificate in Human Resource Management would be considered an asset.

## **ADDITIONAL REQUIREMENTS**

### **Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

### **French language** (check one if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
    - ORAL EXPRESSION AND COMPREHENSION
      - Basic (B)  Intermediate (I)  Advanced (A)
    - READING COMPREHENSION:
      - Basic (B)  Intermediate (I)  Advanced (A)
    - WRITING SKILLS:
      - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

### **Indigenous language:** Select language

- Required
- Preferred