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Registered Charity: No.

869254425 RR0001

Job Posting **Training & Development Officer**

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways to achieve their full potential and find solutions to improve their health, well-being, and quality of life.

To achieve our goals, we are recruiting people passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their well-being.

The Position

Reporting to the Manager of Research, Knowledge, and Innovation, this position plays a key role in designing, implementing, and evaluating training programs that align with our strategic priorities. The Training and Development Officer will be responsible for sourcing, developing, delivering, and tracking internal staff training and development activities. Additionally, the role will oversee the creation and implementation of external training initiatives tailored to the needs of the BAC community. Your contributions will be essential in establishing our Centre of Learning, fostering a culturally affirming environment that promotes continuous professional development and growth.

Terms of Contract: Full-time position with terms and conditions reviewed annually.
Contract term to March 31, 2026.
Renewable on April 1 of each year, based on funding availability and satisfactory performance.

Hours of Work: 35 hours per week

Compensation: \$67,340.00 - \$72,800.00

Start Date: Immediate opening

Reports to: Manager, Monitoring and Evaluation

Major Duties and Responsibilities

Training Needs Assessment and Development

- Identify learning gaps and training needs through comprehensive assessments.
- Develop tailored training plans to address specific technical and soft skills.
- Create and innovate culturally relevant training programs and materials, including facilitator guides and instructional content, grounded in anti-oppressive principles and responsive to diverse learning styles.
- Collaborate with subject matter experts and key stakeholders to ensure content accuracy and applicability.

Training, Delivery and Facilitation

- Facilitate engaging training sessions using a variety of methods, including workshops, e-learning modules, and interactive activities.
- Manage the rollout of external training programs, including online courses and resources.
- Adapt training methods to suit various audiences and environments, maximizing engagement.
- Foster an accessible and inclusive learning environment.
- Ensure all programs comply with relevant laws, regulations, and policies.
- Coordinate the annual training schedule, maintaining and monitoring training records.
- Oversee and administer Learning Management Systems.

Community Engagement, Innovation, and Research

- Stay informed about trends and advancements in adult education and training methodologies.
- Conduct environmental scans to identify new opportunities for training solutions.
- Apply evidence-based practices to improve and validate training programs.
- Implement a train-the-trainer model to expand training reach and impact.
- Develop and implement strategies to promote training initiatives internally and externally.
- Engage with community partners and stakeholders to enhance the visibility and reach of training programs.

Skills and Qualifications:

Education and Experience

- Bachelor's degree in Adult Education, Human Resources, Organizational Development, or a related field or equivalent combination of education and experience.
- Minimum of three years of experience in designing, delivering, and implementing training courses, materials, and programs, or an equivalent combination of education and experience. Experience in a post-secondary or non-profit setting is an asset.
- Membership with a relevant professional organization (e.g., CTDP) is an asset.

Skills and Competencies

- **Training Needs Assessment:** Proficiency in conducting comprehensive needs assessments and identifying learning gaps, with the ability to plan and conduct research to support targeted training initiatives.
- **Curriculum Development:** Expertise in developing engaging and effective training curricula and materials. Demonstrated creativity in using various media to captivate and educate learners.
- **Training Delivery:** Excellent facilitation skills, with experience delivering training via diverse instructional techniques, including in-person, live-online (Teams, Zoom, etc.), and e-learning platforms. Strong ability to visualize concepts and innovate in training approaches. Demonstrated empathy and understanding of diverse learners.
- **Cultural Sensitivity:** Deep understanding of the specialized needs of BAC communities, with knowledge of and sensitivity to their lived experiences, intersectionality, diverse identities, and backgrounds. Ability to create culturally relevant training content.
- **Communication:** Exceptional oral and written communication skills, with the ability to interact effectively with staff, clients, service providers, community partners, stakeholders, and the general public. Skilled in synthesizing complex information into cohesive content. Demonstrated initiative and ability to work both independently and collaboratively within a multidisciplinary team.
- **Organizational and Time Management:** Strong organizational and time management skills, capable of managing multiple projects and shifting priorities within tight timelines.
- **Technical Proficiency:** Proficiency in Google Workspace, Microsoft 365, presentation software, Learning Management Systems (LMS), e-learning development software, and AI applications.



- **Analytical Skills:** Excellent analytical and critical thinking skills. Effective problem-solving skills to address challenges and develop practical solutions.
- **Community Resources:** In-depth knowledge of community resources and training programs for BAC communities.
- **Language Skills:** Fluency in French or African (Native) languages is an asset.

Certifications and Requirements

- Valid driver's license and regular access to a registered vehicle with valid insurance.
- Clear Vulnerable Sector Screening (Criminal Record Check) report.
- Current CPR and First-Aid certification.
- Ability to work evenings and weekends as required.
- Comfortable lifting and carrying objects up to 10 lbs and sitting for long periods.

As part of our mandate for inclusivity, reasonable accommodation can be made for all incumbents to perform the described physical functions of the job.

RootsCS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that comply with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for a disability during any stage.

This job description indicates the key responsibilities and core functions of the position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as needed.

All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please forward your application with a cover letter to careers@rootscs.org, with the subject line, Training & Development Officer.

Please note that we will review applications as they are submitted until the position is filled. We thank all applicants for this position; however, we will contact only those candidates selected for an interview.

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