



JOB POSTING

POSITION TITLE: Professional Development and Certification Officer

POSITION TYPE: 1.0 FTE

REPORTS TO: Manager, Programs and Services, Learning and Technology Coordinator

DIRECT REPORTS: None

SALARY: \$49 000 - \$53 000 per annum

LOCATION: Alberta-based – *Due to the COVID-19 pandemic, AAISA staff and volunteers will work remotely for the foreseeable future.*

The Alberta Association of Immigrant Serving Agencies (AAISA) is a non-profit umbrella organization representing agencies that provide resettlement, settlement, and integration services to newcomers in the province of Alberta. Since 1980, we have been working to build the sector's capacity to better serve newcomers by fostering collaboration, professionalization, and member-driven research and policy work.

AAISA's Programs & Services Unit builds the capacity of settlement and integration service providers through professional development and research services geared towards improved professional settlement practice across Alberta and the Prairies and Northern Territories region.

The Professional Development and Certification Officer provides a full range of assignments in support of the services within the Programs & Services Unit, including professional development activities and the development of sector protocols. This position supports the organization's commitment to collaboration, engagement, professionalization of settlement practice, program promotion, and organization of professional activities for settlement practitioners and staff in the sector as well as across the Prairie and Northern Region. This position acts as registrar for AAISA learning events and online courses and as the main point of contact for AAISA members and external stakeholders accessing AAISA professional development and certification services. The position is responsible for the day-to-day operation of AAISA's Learning Management System and communications related to AAISA professional development and protocols initiatives.

ROLES AND RESPONSIBILITIES

CERTIFICATION

- Coordinates contacts for applicants seeking settlement certification across Canada
- Performs preliminary reviews of application portfolios during certification periods and supports applicants in the process.
- Gathers and records required/requested documents
- Sends feedback to applicants with regards to portfolio review
- Responsible for creating and convening Professional Standards and Certification Committee
- Coordinates committee to create Terms of Reference and other foundational documents
- Prepares agendas and logistics for Professional Standards and Certification Committee meetings
- Prepares agendas and logistics for Professional Development Committee
- Takes, drafts and distributes minutes of committee meetings
- Communicates Committee decisions to applicants
- Prepares and distributes certificates for accreditation
- Responsible for sector presentations on certification standards, processes and applications

LEARNING MANAGEMENT SYSTEM

- Supports the creation of user guides and documentation regarding LMS processes
- Supports Coordinator and Manager with document management for learning resources within the LMS
- Supports learners in the navigation of the LMS system
- Supports facilitators for submission of course materials and communication with learners
- Provides guidance to learners when completing tasks related to online courses
- Creates and distributes pre-, post-course and 1-month follow-up surveys, collects and analyzes the data to inform improved AAISA PD course delivery strategies
- Serves as a facilitator or moderator during online course sessions and orientations

ADMINISTRATIVE AND COMMUNICATIONS SUPPORT

- Prepares invoices, reports, memos, agendas, letters and other documents in support of all professional development related projects and activities
- Leads communications with PD Contacts as member agencies
- Creates, files and retrieves module delivery and certification documents, records and reports
- Maintaining sector professional development contacts and updating the Client Management System (CMS) as necessary
- Prepares, designs and distributes communication to member agency contacts
- Oversees communication with learners and member agency PD contacts

- Supports course evaluation analysis and reporting
- Contributes to reporting for funders
- Arranges training dates and prepares correspondences with facilitators, participants, and vendors
- Responsible for AAISA PD document management and communication logging
- Other tasks as outlined by Manager
- Communicates with active course participants to guide their troubleshooting and ensure participant accountability
- Maintains course completion reports and organizes main course participation data
- Oversees ticketing system for PD related requests

REGISTRATION

- Oversees the enrollment process for AAISA learners, is responsible for the day-to-day operation and administration of all registration activities including learner admission, learner enrollment, learner registration into courses, learner completions, learner records and transcripts
- Gathers and maintains registration data, coordinates class schedules, resolves scheduling conflicts, and maintains waitlists.
- Logs and maintains enrolled learners' records, responds to transcript requests, and acts as the primary contact for member and non-member inquiries regarding registration and course enrollment
- Provides updates for participants registered for courses and professional development opportunities
- Generates and files the final registration list and adds it to the LMS

QUALIFICATIONS

- Experience in administration and online learning environments
- Familiarity and/or experience with the settlement and integration sector as well as Canada's immigration system
- Post-secondary education in a related field
- Excellent communication skills both written and oral; ability to communicate effectively and confidently while maintaining confidentiality and exercising discretion when dissemination information to others
- Personable with strong relationship building skills
- Experience working with Learning Management Systems, WordPress, CRMs, Zoom, and the Microsoft Office suite including Teams and SharePoint
- Ability to organize and manage multiple priorities while maintaining attention to detail, sound judgment to make independent decisions and employing critical thinking
- Proficiency in French is an asset

To apply, please submit your resume and cover letter to AAISA's Programs and Services at pd@aaisa.ca by September 29, 2023, or until a suitable candidate is found. Only candidates short-listed for interview will be contacted.

AAISA is an Equal Opportunity Employer, and we work to sustain anti-discrimination and anti-racism practices in our workplace. We do not discriminate based on race, ethnicity, sexual orientation, gender identity and/or gender expression, age, physical or mental health, religion or beliefs, or any other status protected by law. Harassment or discrimination is not tolerated at AAISA. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs.