

June 10, 2020

File:1385-20/SALM

Ahmad Salman

s.22

Dear Ahmad:

Re: Learning Manager, Band 2 (Competition #60578)
POSITION #00114522, PAYLIST # 039-7127
Ministry of Children and Family Development, Learning & Development Branch, Victoria

Ahmad, I am pleased to offer you the above noted appointment. Your salary upon appointment will be \$3,076.92 bi-weekly. This appointment is effective on August 4, 2020.

Your status is that of an auxiliary employee and the term of your employment is limited to October 29, 2021. As employment is dependent on work requirements, salary funds being available and the current workforce adjustment policy, this date may change. If the date of your layoff is changed, you will be notified as soon as possible.

You will be subject to a probationary period of 913 hours at straight time.

Your supervisor will be Jill Franssen, Senior Manager, Learning & Development.

You will be excluded from union or association membership. The terms and conditions of your employment are available at <http://www2.gov.bc.ca/gov/content/careers-myhr/managers-supervisors/employee-labour-relations/conditions-agreements/excluded-employees-appointees>. If you have any questions, please let me know.

This position requires a check under the Criminal Records Review Act. Please go to <http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/crime-prevention/criminal-record-check/crr011-mcfd.pdf> for the Consent to a Criminal Record Check form. Please scan and email me the completed form as soon as possible. A Criminal Record Review Act check must be completed at least every five years.

This offer of employment is subject to a satisfactory outcome of all security screening requirements. During your employment with the BC Public Service, you will be required to notify the Personnel Security Screening Office (Call 1-855-587-0185 and select the menu option for self-reporting an incident) in the event you are arrested, charged or convicted of any criminal offence.

As a new employee, there are certain documents necessary to commence payroll and others that are required as a condition of employment. The documents and instructions for completing and submitting them are available through the following website:

<http://www2.gov.bc.ca/gov/content?id=ADED1A246C1D496FBAE19B7147C4BC71>.

Please complete and submit these documents as quickly as possible after your start date to ensure timely payroll processing.

The *Public Service Act* requires that you swear or affirm an oath of employment. Details on how and where to complete the oath of employment are located at:

<http://www2.gov.bc.ca/gov/content?id=CBF57D6FE75F4133A387C726DC0A8792>

Resources for new employees are located on MyHR at:

www2.gov.bc.ca/public-service-welcome-new-employees.

In addition, information about our Welcome to the BC Public Service Program is located on MyHR at:

www2.gov.bc.ca/public-service-welcome-sessions

Your acceptance of this offer confirms your understanding of and agreement to comply with the Standards of Conduct for Public Service Employees. The Standards of Conduct documents are available on MyHR at <http://www2.gov.bc.ca/gov/content/careers-myhr/managers-supervisors/employee-labour-relations/conditions-agreements/policy>.

Please call me to confirm your acceptance of this offer, discuss further actions, or if you have any questions.

I wish you success and look forward to working with you.

Yours truly,



Jill Franssen
Senior Manager, Learning & Development
1 (778) 698-4474

CC: Scan and submit a copy via [AskMyHR](#) for PeopleSoft entry

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I accept  Date: 2020/06/10

I decline _____ Date: _____

June 15, 2020

File:1385-20/SALM
1665-20/60578

Ahmad Salman

s.22

Dear Ahmad:

Re: Learning Manager, Band 2 (Competition #60578)
POSITION #00114522, PAYLIST # 039-7127
Ministry of Children and Family Development, Learning & Development Branch, Victoria

Once again, I would like to congratulate you for choosing to work in the Public Service of British Columbia. My earlier offer can now be confirmed as all required information has been received and the review period has concluded.

Resources for new employees are located on MyHR at:
www2.gov.bc.ca/public-service-welcome-new-employees

In addition, information about our Welcome to the BC Public Service Program is located on MyHR at: www2.gov.bc.ca/public-service-welcome-sessions

I look forward to you joining the team August 4, 2020.

Kind regards,



Jill Franssen
Senior Manager, Learning & Development
1 (778) 698-4474

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TITLE: LEARNING MANAGER**CLASSIFICATION: BAND 2****CONTEXT**

Learning & Development is the designated resource for ministry specific learning for front-line staff at the Ministry of Children and Family Development. Learning & Development leads learning activities in the creation and ongoing delivery of learning programs for MCFD staff which in some cases leads to formal delegation to perform specific ministry work (e.g. Child Welfare Practitioners, Team Leaders). The team develops and delivers clinical and specialized training across six service lines (Child Safety, Children and Youth with Special Needs, Children and Youth Mental Health, Guardianship and Adoptions, Youth Justice and Specialized Intervention, and the Early Years). This training is designed to ensure that our front line staff have the skills and competencies to support them in working directly with vulnerable children, family and youth populations.

JOB OVERVIEW

To provide strategic advice and consultation on the development of learning programs, performance management and the organizational development of the ministry, with a focus on training designed to address individual performance and to improve organizational outcomes and meet business objectives. This position is responsible for the design, development, implementation, and ongoing management of learning materials to address specific learning priorities within the various ministry job streams. This role will recommend and advise Executive on the implementation of learning through a variety of modalities (e.g. face to face, blended, e-learning and other web-based technologies). The role will be called upon to develop in-house learning products and/or coordinate with external contractors as/when required.

ACCOUNTABILITIES

Required:

- Incorporates sensitive personnel information, Quality Assurance results, and performance management data to inform the evaluation and content of learning products.
- Consults and provides confidential advice to supervisors on employee performance in training programs and events, making recommendations for remedial training and performance management.
- Reviews results from in-depth evaluation of learning programs and makes recommendations to ministry executive on skills gaps and potential performance issues. Identifies potential risks and liabilities and proposes mitigation strategies.
- Provides confidential expert advice on best practices in learning design, development and delivery of frontline training to a primarily unionized staffing complement to senior management and executive. This includes advice on corrective performance management and development of remedial training plans to correct performance deficiencies.

Career Group:
Human Resources**Job Family:**
Human Resources**Job Stream:****Role:**
Management**Revised Date:**

- Provides strategic advice and develops recommendations on training to ministry leadership in response to reports from external bodies (e.g., Representative for Children and Youth and the Coroner).
- Researches and analyzes workforce issues and trends in the ministry to meet the business needs of clients, in order to identify and recommend eLearning strategies for the ministry. Same as Generic
- Leads the implementation of corporate-wide online training programs that take into account broader corporate people management practices and the ministry's organizational needs.
- Develops evaluation tools and conducts ongoing evaluation of training initiatives to ensure results meet expectations and provide a good return on investment.
- Works closely with senior management, to develop ministry training plans that align with medium/long-term client business needs.
- Develops and implements communication strategies, training, and other mechanisms to ensure ministry management and staff are apprised of priorities and initiatives in the ministry.
- Coordinates the development of annual training plans in assigned areas to meet ministry training needs.
- Manages and reports on special projects as assigned by the Director on behalf of the Ministry Leadership Team and/or other senior Ministry Management.

JOB REQUIREMENTS

EDUCATION AND RELATED EXPERIENCE:

- Bachelor's Degree in Adult Education or Organizational Development; OR
- An equivalent combination of education and/or experience (including but not limited to):
 - Certificate in Adult and Continuing Education
 - Provincial Instructors Diploma;
 - Master's of Adult Learning and Teaching, plus 2 years' recent experience or
 - Instructional Skills and Design, plus 5 years' recent experience.
- Minimum 2 years' recent experience in the conceptualization, methodology, instructional design, development and implementation of learning and development programs, curricula and products.
- Minimum 2 years' recent experience in leading multiple project teams and in working with varied stakeholders and groups to deliver quality learning programs under strict timelines and budget constraints.
- Minimum 2 years' recent experience in budget and contract monitoring.
- Minimum 2 years' intermediate experience with computer applications and databases including the Microsoft Office Suite.
- Preference may be given to applicants that have direct experience working in learning within the Health and Human Services sector.
- *Note that recent experience is defined as within that last 3 years

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry.

KNOWLEDGE:

- Knowledge of organizational development.
- Knowledge of adult learning principles.
- Knowledge of project management methodology.

SKILLS AND ABILITIES:

- Ability to research and apply innovative and creative program design and delivery curriculum options.
- Ability to work in teams and with groups and committees.
- Ability to analyze problems and independently formulate solutions.
- Ability to organize time while managing multiple projects with competing demands.
- Demonstrated excellence in written and oral communication.
- Strong facilitation and presentation skills.
- Ability to identify and align job competencies to curriculum design.
- Ability to administer contracts and monitor service deliverables.
- Ability to align curriculum design in accordance with the strategic or practice shifts of the Ministry.
- Intermediate to advanced ability to use Microsoft Office programs such as Outlook, Excel, Word, PowerPoint, and SharePoint
- Travel is a requirement of this position.

BEHAVIOURAL COMPETENCIES

- **Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Commitment to Continuous Learning** involves a commitment to think about the ongoing and evolving needs of the organization and to learn how new and different solutions can be utilized to ensure success and move the organization forward.
- **Problem Solving/Judgment** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Organizational Awareness** is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.
- **Cultural agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness, in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and

worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.