WORKPLACE SAFETY AND PREVENTION SERVICES

JOB TITLE: Instructional Designer
POSITION OPENINGS: 1
LOCATION: **Currently fully remote -** Head Office roles can be performed from home or our well-appointed Mississauga office.

ROLE:

Reporting to the Manager, Product & Service Solutions Development, the Instructional Designer designs and develops technical, occupational health and safety learning and performance support solutions in support of WSPS's strategic goals. Working with Subject Matter Experts (SMEs)/Content Contributors (CCs) and other project contributors, the Instructional Designer identifies learning and performance support needs and requirements; develops appropriate learning objectives and corresponding instructional strategies and content. The Instructional Designer demonstrates and utilizes effective needs analysis, project management, instructional strategy/design, and multi-media content development and evaluation skills to design engaging solutions for varying modalities, including in person and virtual synchronous, and eLearning asynchronous modalities.

KEY RESPONSIBILITIES

Note: Percentages refer to approximate % of time spent on each area, over the course of a given year

1. **ANALYSIS OF CUSTOMER, LEARNER AND BUSINESS REQUIREMENTS (10%)**
- Conduct needs analysis and necessary research for projects of smaller scope and collaborate with Subject Matter Experts/Content Contributors, Portfolio Leads and other internal stakeholders
- Identify the audience for the product or solution and assess the gap between their current knowledge or performance level and the expected level of knowledge or performance
- Validate the knowledge solution idea, clarify the primary and secondary audience of the solution, confirm the learning environment and learner characteristics
- Develop learning objectives based on needs assessment and appropriate to the delivery modality
- Identify learners' needs and constraints based on user insight, internal stakeholders, and past participant feedback where appropriate
- Identify knowledge solution deliverables and prepare project plan and scoping documentation outlining timing, roles and responsibilities and associated tasks
- Assess existing instructor-led content and identify design changes required for various delivery modalities including eLearning and virtual modalities

2. **DESIGN OF INSTRUCTION (10%)**
- Translate learning objectives into a framework of subject matter content and learning strategies that will ultimately lead to the user's ability to achieve those objectives; determine content strategies to create microlearning and/or modular solutions

- Use instructional design principles, including eLearning design principles and Universal Design for Learning (UDL) principles where appropriate, select the learning strategy that will result in the achievement of the learning objectives within the constraints identified
- Develop a high level learning strategy and course outline using the input obtained from Subject Matter Experts/Content Contributors, customers, learners, etc. and use high level design plans, storyboards, prototypes and voice over scripts to transform content into learner usable content that align with the project scope
- Determine appropriate mode of delivery and identify activities and content that meet the needs of the learner

3. CONTENT DEVELOPMENT (40%)

- Collaborate with Subject Matter Experts/Content Contributors, internal and external stakeholders (as appropriate for the project), including system partners (when appropriate), to develop draft knowledge solution content that satisfies learner needs, customer needs, cost and schedule using project management, adult education and instructional design principles, eLearning design and UDL principles (where appropriate), and aligns appropriately with the solution and instructional strategies
- Incorporate accessible design principles (WCAG 2.0AA) and create eLearning solutions that are responsive across multiple devices
- Use effective problem solving and innovation techniques to support knowledge solution development and problem resolution; troubleshoot technical issues related to development tools and content delivery platforms
- Establish regular communication with stakeholders to keep them informed of progress of knowledge solution development activities
- Author Statements of Work (SoW) for vendor engagement, under the guidance of the Manager, Product & Service Solutions Development
- Facilitate pilots (User Acceptance Testing (UAT) and User Experiencing Testing (UET) for eLearning solutions) to validate instructional design, content, technical requirements, and accessibility features
- Assist in the development of the review/audit/evaluation of knowledge solutions to identify improvement opportunities
- Address and when appropriate escalate threats/barriers to successful project completion

4. PRODUCT KNOWLEDGE TRANSFER (15%)

- Under the direction of the Manager, PSSD, update and maintain the content of the products and solutions to reflect legislative changes where minor changes are required
- Work with Portfolio Leads and associated launch contributors to plan the implementation and launch of knowledge solutions
- Identify all internal groups impacted by the new knowledge solution and participate in product knowledge transfer activities
- Under the direction of the Manager, PSSD, define trainer qualifications and competencies based on type of training, knowledge solution, learning objectives and develop appropriate materials to facilitate trainer/facilitator preparation for delivery
- Observe and coach trainers/facilitators as appropriate to support training department standards

- Provide on-going status reports on project activities associated with project plans and schedules
- Demonstrate knowledge of individual audiences and their specific needs by delivering clear and concise messages and information and the ability to prepare accurate and well organized written reports and documents

5. **PROJECT MANAGEMENT (25%)**
- Self-motivated and accountable for seeing projects through to completion as per the project objectives
- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements
- Uses appropriate measures to define successful outcomes and minimizes risk
- Takes personal responsibility for decisions and delivering results
- Demonstrates responsibility to prioritize critical project tasks to ensure project is delivered on time
- Challenges others to make customer central to all thinking
- Generates innovative solutions by approaching problems with curiosity and open mindedness, using existing information to its fullest potential
- Identifies resources needed and makes request to Manager, PSSD, to allocate individual responsibilities
- Manages day-to-day operational aspects of a project and scope
- Able to effectively manage stakeholder relationships

6. **CONTRIBUTES TO A HEALTHY AND SAFE WORK ENVIRONMENT (at all times)**
- Adheres to WSPS policies, procedures, process fact sheets, guidelines and business rules established in the WSPS Quality Management system which ensures the achievement of our quality goals
- Contributes to promoting a healthy and safe culture, and links efforts to the WSPS quality management system approach (Plan, Do, Check, Act, Continuous Improvement Cycle)
- Acts as a role model internally and externally by demonstrating knowledge of health and safety and wellness practises.

EDUCATION & EXPERIENCE:
- Certificate or diploma in Instructional Design/Technology, Adult Education or equivalent combination of education and sufficient experience to successfully perform the key accountabilities of the job required.
- Demonstrated experience, knowledge, and formal training with eLearning authoring technology (Articulate Storyline)
- Minimum 3 years' related experience in instructional design and multi-media development with demonstrated experience creating engaging and accessible eLearning solutions. An equivalent combination of education and experience will be considered.
- Familiarity with SCORM technical standards
- Demonstrated portfolio of eLearning, ILT and VILT training projects
- Project management knowledge and skills considered an asset
- Proficient in MS Word, Visio, PowerPoint, Adobe Acrobat, and Articulate Storyline (preferred), Rise, Camtasia, Audacity and Amazon Polly
- Ability to travel for corporate meetings and events

Preferred:

- Degree in Instructional Design/Instructional Technology, Adult Education or related preferred
- Masters in related fields
- CTP or CTPD designation considered an asset
- Experience with virtual delivery platforms (e.g., Adobe Connect, MS Teams, Zoom, etc.)
- Experience with Learning Management Systems considered an asset
- Formal training and experience in occupational health and safety considered an asset

Additional Requirements:

- WSPS offers flexible work arrangements. Head Office roles can be performed from home or our well-appointed Mississauga office. Candidates are required to reside in the province of Ontario, maintain a private and safe workspace and have a high-quality internet connection.

APPLICANT INFORMATION

Deadline for Application: Tuesday April 11ᵗʰ, 2023 @ 11:59 PM EST
Complete application will include: Cover letter & Resume referencing the **job title** in the subject line
Applications are to be forwarded to: careers@wsps.ca

WSPS is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, WSPS will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

We thank all those that apply, however, only those selected for further consideration will be contacted.