



Education Officer

Schlegel-UW Research Institute for Aging

Posting Date: April 19, 2021

Closing Date: May 3, 2021

JOB DESCRIPTION

Reports to	Senior Director of Operations
Terms	10-month contract; June 2021-Mar 2022

BACKGROUND: The Schlegel-UW Research Institute for Aging (RIA) is a charitable non-profit organization that partners with the University of Waterloo, Conestoga College, and Schlegel Villages to enhance the care and quality of life for older adults. Through these collaborations and with other key partners and stakeholders, RIA supports practice-relevant research and knowledge mobilization. Research evidence is used to inform programs, education and training, and influence practice and policy. The RIA consists of 9 research chairs, 4 specialists, affiliate researchers, and staff members with a commitment to improved quality of life and care across the continuum of care.

PRIMARY PURPOSE: The Education Officer participates in the overall implementation (planning, implementation, and evaluation) of the Living the Dementia Journey education program. The position will work closely with RIA team members and facilitators to engage participants and enhance the implementation of the program.

KEY ACCOUNTABILITIES:

- 1. Education Implementation:** Give leadership to the day-to-day operations and delivery of RIA education programs. Coordinate and support training session delivery, including scheduling and supporting facilitators, evaluation implementation, participant communication, problem solving, and documenting and maintaining project files. The role will also provide technical support and track attendance during virtual delivery and work closely with facilitators and other team members to identify areas for ongoing improvement to the program.
- 2. Participant Engagement and Support:** Provide support and clear communication to all organizations and individuals participating in our education programs through phone calls and emails. Support the recruitment of participants and the printing and dissemination of education materials to facilitators and learners.
- 3. Teamwork and Consultation:** Pro-actively and regularly communicate with participants, the project team and facilitators regarding the day-to-day operations of education delivery. This will include being accountable to project targets and problem solving.
- 4. Communication:** Strong writing and verbal communication skills (including the use of plain language) to interact and communicate with project teams and participants by phone and email. Must be able to maintain confidentiality and communicate with diplomacy and tact when responding to participant needs and requests.
- 5. Other:** Take on a variety of RIA projects and activities, as they arise.

POSITION REQUIREMENTS:

Education: University degree in a relevant field or equivalent experience.

Experience and Skills:

- 1-3 years of experience implementing and coordinating projects or educational programming.
- Experience developing processes and using tools to create efficiencies in processes and procedures.
- Experience working as a team and independently to achieve goals.
- Experience engaging and communicating professionally with participants and diverse audiences.
- Able to manage multiple tasks and competing priorities in an organized and efficient manner.
- Able to identify and communicate problems to the team to support problem solving.
- Self-starter with a proactive attitude who can anticipate needs.
- Knowledge of research ethic guidelines, consent requirements and evaluation methods.
- Experience using Microsoft and Google products, online survey platforms and virtual meeting software (Google Meets, Zoom).
- Fluent in English. Fluency in French an asset but not required.
- Interest and passion for enhancing quality of life and care for older adults and team members working in senior living.
- Eligible to obtain a police background/criminal record check. .

SCOPE OF WORK:

- **Interpersonal Skills:** Internally communicates with project team members to ensure the effective implementation of projects/initiatives; professionally represents the RIA in all communications and at events.
- **Level of Responsibility:** Responsible for ensuring the successful implementation of education programs and maintaining RIA's reputation within the research-to-practice community and the senior living sector.
- **Decision-Making Authority:** Ability to identify successes and challenges while coordinating project activities; engage in problem-solving with team members to optimize success and efficiencies; ability to seek appropriate support and decision-making as needed.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting at a desk and in meetings and concentrated use of visual senses; substantial repetitive keyboard/mouse movement; high sensory demands because of required concentration and attentiveness to detail and regular distractions and interruptions.
- **Working Environment:** Much of the time is spent sitting in a comfortable position with frequent opportunity to move about. Office is located in a comfortable indoor area. The work is varied and project assignments may change frequently. Work will involve regular interaction with RIA team members and external partners and stakeholders. There are deadline pressures, while at the same time there is a demand for thoroughness and accuracy.

HOW TO APPLY:

The RIA is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA) within our recruitment process. If you require accommodation at any time throughout the recruitment process, please let us know.

RIA invites applications (cover letter and resume) by May 3, 2021. Please submit your application by email to Tammy Cumming, Interim Senior Director of Operations tammy.cumming@uwaterloo.ca.