



Ottawa Chinese Community Service Centre | 渥太華華人社區服務中心

📍 400 Cooper Street, Suite 2000, Ottawa, Ontario, Canada K2P 2H8
☎ (613) 235-4875 | ✉ occsc@occsc.org

INTERNAL/EXTERNAL JOB POSTING

Position Title:	Research & Learning Specialist
Location:	400 Cooper Street, Suite 2000, Ottawa, Ontario
Scheduled Weekly Hours:	40 Hours/Week
Contract Term:	7 Months
Salary/Rate:	\$36.00 - \$38.00

About OCCSC

The Ottawa Chinese Community Service Centre is a non-profit, non-partisan, charitable organization that provides programs and services to advance the social, cultural and economic integration and participation of all newcomers, immigrants, refugees, as well as, people of Chinese heritage.

Position Overview

The Research and Learning Specialist provides professional expertise in research and adult learning in the comprehensive planning, design, development and delivery of tools and learning for IT employers against funders requirements and project objectives. This position works closely with members of the team, including the national partners and employers, ensuring the timely development and delivery of product and program related activities.

The Research and Learning Specialist is responsible for ensuring the coordination of resources and logistics to enable the design, the development and the delivery of program activities.

Main Responsibilities

- Participating in the development of a plan to ensure delivery against funding objectives and within time span provided; Needs Assessment, Design, Development, Delivery & Evaluation
- Working according to approved plan
- Monitoring plan; providing ongoing updates, raising issues when there are obstacles and/or risks to meeting plan

Program and Needs Assessment

- Design, development, and delivery of Focus Groups to obtain insight as to the needs and learning gaps of employers (~80 employers)
- Analysis of focus group findings
- Development of recommendations based on Focus Group findings
- Managing small group sessions with Team Leads to identify further gaps and challenges
- Design and development of small group sessions with selected employers (~6) to further explore needs
- Deliver thorough, accurate written report of Needs Analysis for use by instructional designers, content developers and team members



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Program Design

- Quality of the design of the program; general content, materials, delivery methodology, resources, etc.
- Guiding and providing expertise to instructional designers
- Reviewing all materials by instructional designers to ensure quality/appropriateness

Program Development

- Guiding and providing expertise to content developers
- Reviewing all materials provided by content developers to ensure quality/appropriateness
- Monitoring activity against plan
- Providing ongoing updates and raising issues that present obstacles and/or risk not meeting project plan objectives

Program Delivery

- Delivery plan is in place; format, media, materials, resources, evaluation, etc.
- Monitors delivery of content; evaluations, feedback, etc.
- Recommends adjustments to design/delivery based on evaluations and feedback

Evaluation

- Design, development, implementation and analysis for evaluation methodology and process throughout all phases of the project
- Through analysis, presenting findings and recommendations to management for continuous improvement and effectiveness.

Reporting

- Accurate and timely information is provided to Manager re: funder reporting
- Accurate and timely information is provided to Manager re: project status
- Accurate and timely information is provided to Manager re: project evaluation
- Accurate and timely information is provided to Manager re: any obstacles and/or risks associated with not being able to meet plan

Required Qualifications

- **Educational Background:** A bachelor's or master's degree in a relevant field such as library science, information science, education, psychology, or a subject area related to the organization's focus.
- **Knowledge and Expertise:** A strong foundation in research methodologies, information literacy, and learning theory. Familiarity with various types of research tools, databases, and resources is crucial.



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- **Communication Skills:** Excellent communication skills, both written and verbal, to effectively assist individuals in their research and learning needs. This includes the ability to explain complex concepts in an understandable manner.

Application Process and Deadline:

Please send a cover letter and a resume formatted as [Last Name, First Name for POSITION] to hr@occsc.org. This competition is open until September 5th, at 5:00 pm. The Ottawa Chinese Community Service Centre is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the Ottawa Chinese Community Service Centre 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 us of the nature of any accommodation(s) that you may require. Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application. Only candidates selected for an interview will be contacted