

## Internal/External Job Posting

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### Digital Trainer and Data Quality Administrator

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community.

Reporting to the Director of Operations, the Digital Trainer and Data Quality Administrator is responsible for designing, developing, and delivering digital training programs combined with managing and maintaining our data systems. The ideal candidate is a highly skilled and motivated and has a strong understanding of digital tools, excellent communication skills, and the ability to engage and motivate learners, as well as ensuring data integrity and providing support to staff in data-related tasks. This position will also assist the Director in overseeing and problem-solving internal digital and data operations in accordance with established procedures as well as supporting the management team with tasks and projects that may arise often requiring a high level of confidentiality, diplomacy, and tact.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

#### Responsibilities:

- Create and deliver digital training programs (e.g. workshops, webinars, and one-on-one sessions) for the digital applications used by West Neighbourhood House; assess employee digital training needs and design tailored plans; evaluate and improve training effectiveness.
- Support employees in using digital tools in their daily work, including troubleshooting and coordination with IT Consultants.
- Support with the management of the data systems and ensure their integrity and security. Generate reports and analysis of data as needed.
- Train staff in data collection, conduct data quality audits and analyze and report findings and recommendations for continuous quality improvement with data.
- Work with the Director of Operations and Technology Consultants to enhance databases and software, including staying updated with new digital tools and software development.
- Ensure compliance with data protection regulations and organization policies.
- In conjunction with the Director of Operations, support and monitor the work of the Data Committee.
- Provide backup support within the Operations Team.
- Support other Managers and Directors and handle other administrative tasks as needed.

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### Qualifications:

- Bachelor's degree in information technology, computer science, data science and or another relevant field.
- Minimum 3 years' experience working with data and data systems.
- Strong understanding of digital tools and technologies.
- Excellent communication and presentation skills.
- Ability to engage and motivate learners.
- Good interpersonal, verbal, and cross-cultural communication skills, tact, and diplomacy, with the ability to work collegially with a variety of staff at a busy location.
- Experience in managing and maintaining data systems.
- Knowledge of data integrity and security practices.
- Ability to conduct data quality audits and generate reports.
- Strong organizational and time management skills.
- Ability to display a high degree of tact and judgment.
- Proven ability to appropriately deal with confidential and sensitive information
- Ability to use schedule management software to schedule events and staff.
- Proficiency in a second language relevant to our local downtown west community is an asset

<b>Status:</b>	Contract 1 Year (Non-Bargaining Unit Position)
<b>Start Date:</b>	November 2024
<b>Hours:</b>	24 hours per week
<b>Rate:</b>	\$29.98 per hour
<b>Unit:</b>	Administration
<b>Immediate Supervisor:</b>	Director, Operations
<b>Posting Date:</b>	October 21, 2024
<b>Closing Date:</b>	November 03, 2024

**Please submit your resume and cover letter clearly indicating “Digital Trainer and Data Quality Administrator” by 5:00 p.m. on the closing date to:**

[jobs@westnh.org](mailto:jobs@westnh.org)