

## JOB POSTING

### SENIOR OFFICER – INSTRUCTIONAL DESIGN LEAD

### COMMUNITY LEARNING AND ENGAGEMENT TEAM

#### WHO WE ARE

Founded in 1986, Prosper Canada is a national charity dedicated to expanding economic opportunity for Canadians living in poverty through program and policy innovation.

As Canada's leading champion of financial empowerment, we work with government, business, and community partners to develop and promote policies, programs and resources that transform lives and foster the prosperity of all Canadians.

Prosper Canada does not deliver services directly to people living on low incomes. Instead, we work with public, private and community sector partners to ensure quality financial empowerment supports (including effective policy and regulation) are available to all people living on a low income across Canada.

At Prosper Canada, we value being collaborative, human-centred, and forward-thinking. We recognize, accept, and celebrate our differences. We see power in diversity, equity, and inclusion, and believe we can help everyone thrive by being our boldest true selves. Diversity is at the core of what we do and who we support to build financial health. Our financial empowerment efforts focus on equity-seeking groups including those living on low incomes, Indigenous Peoples, members of racialized communities, and people living with disabilities.

We strive to create a culture where all feel valued, respected, and a true sense of belonging. We seek diverse perspectives that represent the lived experience, needs, and challenges of equity-seeking groups. Join us in supporting and empowering everyone in Canada to prosper.

#### POSITION SUMMARY

Prosper Canada is seeking a dynamic and motivated individual to join our newly expanded Community Learning and Engagement team as a **Senior Officer – Instructional Design Lead**. This full-time role will be responsible for designing and developing financial empowerment training and capacity-strengthening resources to community partners and external stakeholders across the country. You will report to the **Manager, Community Learning and Engagement** and work closely with other members of the Community Learning and Engagement team (Training Lead and Community Engagement Lead), the Community Partnerships and Impact team, and our other Frontline Program teams. This role will also collaborate with other departments across Prosper Canada to advance the organization's mission and support organizations across Canada. There are no direct staff management responsibilities in this role.

## COMPENSATION

The salary range for this position is \$67,500 to \$85,000. Salary is commensurate with experience based on range provided. The total compensation package includes:

- Participation in a full suite of employee benefits, including group medical and dental benefits;
- An employer RRSP contribution (contingent on approval by the Board of Directors each year) and membership in the Common Good savings plan;
- Paid personal and sick days;
- 15 paid vacation days annually;
- Paid office closure from Christmas Eve through New Year's Day;
- Paid professional development time and opportunities.

## SUMMARY OF RESPONSIBILITIES

### **Develop high-impact training and learning materials**

- Design and develop engaging, evidence-based financial empowerment training for frontline community organization staff - tailored for leaders, experienced practitioners, and newer frontline staff- strengthening their capacity to deliver impactful financial help services for clients living on low incomes.
- Design and develop engaging and effective public-facing financial education resources that expand access to appropriate and relevant financial literacy and consumer protection content for people with low incomes.
- Design, develop and implement needs assessments, evaluation tools, and continuous improvement processes to ensure learning programs remain effective, responsive, and aligned with learner needs.
- Integrate accessibility standards and plain language principles to meet diverse learner needs.

### **Lead stakeholder and expert engagements**

- Design and implement engagement strategies and tools to gather insights from key informants and subject matter experts, increasing our understanding of the learning needs and learning opportunities of those living with low incomes.
- Apply trauma-informed and human-centred approaches in all stakeholder collaborations, particularly with participants with lived or living experience of financial vulnerability and those from underserved and underrepresented communities, to ensure respectful, inclusive, and impactful collaboration.
- Document and analyze key insights from engagement activities to inform resource development and strategy.

### **Advance team and organizational strategy and effectiveness**

- Contribute to the development, enhancement, and execution of Community Learning and Engagement team strategy and plans, with a focus on strengthening the capacity of

frontline community practitioners to deliver financial help services to clients with low incomes.

- Support the development, enhancement, and execution of team and organizational systems and processes (e.g. project management, performance measurement, evaluation and analysis), improving team efficiency performance and cross-team collaboration.

### **Maintain and enhance inclusive learning infrastructure and operations**

- Maintain Prosper Canada's online resources and training assets, recommending updates and improvements where appropriate to ensure they remain accessible, relevant and impactful for diverse learners.
- Contribute to internal capacity-building by supporting development and coordination of learning development and knowledge sharing opportunities for Prosper Canada staff, as needed
- Support team operations by assisting with quarterly reporting requirements and coordinating with contractors and suppliers as required (e.g. translators, content developers)
- Advance equity and inclusion by embedding these principles into learning, training, and engagement efforts to ensure content and delivery approaches reflect and respond to the diverse needs of communities and learners served.

### **Team Contribution and Collaboration**

- Strengthen team effectiveness by contributing to a collaborative, inclusive environment that enhances communication, coordination, and shared results.
- Support team resilience during peak workload periods by assisting team members when needed, enabling the team to meet deadlines and maintain service quality.
- Contribute to a strong sense of purpose and collective impact by engaging actively in team initiatives and reflecting shared goals in day-to-day work.

### **Personal growth and development**

- Enhance your own performance and career growth by integrating feedback, participating in learning opportunities, and applying new knowledge to your work.
- Improve team productivity and capacity by offering peer support, sharing tools and insights, and contributing to collaborative problem-solving.
- Foster a culture of continuous improvement by modeling curiosity, adaptability, and alignment with Prosper Canada's mission and values.

### **Organizational wellbeing**

- Advance department and organizational planning by contributing insights from your role to inform team capacity, service delivery, and strategic initiatives.
- Help build a more equitable and inclusive organization by applying equity and inclusion principles in your work with colleagues, partners, and clients.

- Reinforce an inclusive, equitable, and values-aligned team culture by modeling openness, mutual respect, helping to sustain a strong sense of shared purpose and team spirit and a healthy and productive work environment.
- Amplify the work and priorities of the Community Learning and Engagement Team by representing its contributions in internal and external forums.

## EXAMPLES OF KEY PERFORMANCE INDICATORS

- Number of organizations that report feeling ready to deliver new/additional financial empowerment intervention(s) as a result of supports provided by Prosper Canada
- Number of staff who report they have the tools and resources they need to provide financial help services
- Number of new financial help tools, resources, or knowledge products developed or updated by Prosper Canada, and number of tools, resources, or knowledge products tailored or adapted for priority population groups
- Number of promising service delivery standards developed or identified for financial help services
- Participant satisfaction scores after training and learning events
- Participant feedback on the effectiveness and relevance of tools and resources developed to meet learning objectives and their identified needs

## EXPERIENCE AND COMPETENCIES

If you don't meet all our requirements (below) but believe your skill set and experience is applicable or transferable we would love to hear from you!

### Apply if you meet most of these requirements:

- 5+ years of work experience with instructional design, preferably in community organizational training and/or workplace training, including designing needs assessments, developing training programs and resources, and creating training evaluation and assessment tools
- 5+ years of work experience developing and writing learning content for adult education purposes for a variety of formats (e.g. asynchronous online courses, live workshops)
- 2+ years of experience working with Articulate or other course authoring software
- Education or training in adult education or a related field
- Experience developing both public-/end user-facing and facilitator/train-the-trainer content
- Strong project management and time management skills, ability to navigate multiple projects with competing timelines and many moving parts
- Strong analytical and critical thinking skills, ability to gather and synthesize content from multiple perspectives and information sources

- Strong communication skills, able to present information to and engage a variety of internal and external stakeholders, including subject matter experts, frontline practitioners, vendors, and funders
- Able to tailor and adapt materials and communications to different learning needs, including those with low levels of literacy
- Experience working with members of equity-seeking groups. Sensitive to the diverse needs and challenges faced by people living with low incomes, including but not limited to newcomers, Indigenous Peoples, members of racialized communities, people living with disabilities, people of all gender expressions and sexual / romantic orientations, and those experiencing intersectionality
- An adaptive and entrepreneurial spirit, willing to try new things. Self-motivated, but at ease working independently or as part of a team

**Skills and experience in the following areas would also be considered an asset:**

- Subject matter expertise in the areas of financial empowerment services, financial education, income benefits and tax credits, saving and asset-building, and/or financial consumer protection
- Experience developing tailored learning materials for people with low incomes, Indigenous Peoples and people with disabilities
- Experience facilitating and delivery online courses and virtual and in-person training and events
- Experience working with MS Office 365 suite of applications, Thinkific or other learning management systems, Adobe Creative Suite, and Thrive or other online community platforms
- Experience with licensing training content and comprehending and executing business contracts
- Knowledge of accessibility standards and accessibility best practices
- Bilingual fluency, ability to read and write in French and English

**Prosper Canada also values/welcomes:**

- Applicants from racialized groups, including Black, Indigenous and people of colour.
- Applicants of all gender expressions and sexual/romantic orientations, including queer, trans, non-binary and people who identify as two-spirit.
- Your personal experience living on a low income, being Indigenous, being a newcomer, living with a disability, or being part of other underserved and under-represented communities and the insights and perspectives this would bring to your work.
- Applicants experiencing intersectionality.
- Your understanding of the concepts of institutional and systemic racism and bias and their impact on underserved and under-represented communities.
- Your ability to build empathetic relationships with a broad range of people, including members of diverse low/modest-income communities.

We encourage candidates from equity-seeking groups to self-identify in their cover letters and to highlight how their lived experiences help them understand the needs and challenges faced by equity-seeking groups. We are committed to making accommodations for all candidates and staff with temporary or permanent disabilities.

## APPLICATION DETAILS

**Application deadline:** June 17, 2025

**Start date:** July 2025

**Job location:** 60 St. Clair Avenue E., Suite 700, Toronto ON M4T 1N5

Prosper Canada offers a hybrid work environment with staff largely working from home but having the option to work in the office when they prefer or as needed. Staff are periodically required to attend onsite meetings and training sessions, and some teams also opt to meet regularly in person. We value in-person connection but expect many staff will want to blend in-office and remote work and look forward to discussing hybrid options with candidates. Candidates for this position will be considered from anywhere in Canada.

**Office attendance:** Approximately 4-6 times a year

**Travelling:** Ability to travel in Canada (5% of your time)

**How to apply:** Please email the following documents in your preferred official language to [hr@prosperscanada.org](mailto:hr@prosperscanada.org), with subject line “Application for CLE Sr. Officer – Instructional Design Lead.”

- Cover letter
- Resume
- Two written work samples:
  - A training or lesson plan
  - An educational resource you have developed (a link to the completed resource is acceptable)

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

We anticipate two rounds of interviews, all conducted virtually. Reasonable accommodations are available at every stage of the recruitment process. If you require accommodations to have a successful interview, please let us know.