



**CLEO**

Community Legal Education Ontario  
Éducation juridique communautaire Ontario

<b>Job title</b>	<b>Digital Learning Specialist</b>
<b>Reports to</b>	<b>Director of CLEO Connect</b>
<b>Location</b>	<b>Toronto, Ontario</b>

[CLEO \(Community Legal Education Ontario\)](https://www.cleo.on.ca) is seeking a full-time **Digital Learning Specialist**.

## About us

CLEO ([www.cleo.on.ca](https://www.cleo.on.ca)) is a charitable, non-profit organization and legal clinic that provides information and resources for people and communities that face individual and systemic barriers to participating in the legal system, such as barriers relating to income, race, ethnicity, literacy, and disability. For 50 years, CLEO has built a strong reputation for producing and disseminating high quality, effective public legal education and information in digital, print, and other formats.

CLEO is committed to equitable employment and hiring practices. We are dedicated to building an organization that reflects the diversity of the communities we serve. We actively encourage applications from people who identify as Indigenous, Black, racialized, a person with a disability, or 2SLGBTQIA+. We value applicants who have demonstrated a commitment to equity, diversity, and inclusion and recognize that diverse perspectives, experiences, and expertise are essential to achieving CLEO's mission.

## About the position

The Digital Learning Specialist is responsible for the planning, development, implementation, and evaluation of digital learning initiatives for community workers who assist people with law-related problems. Using an interactive, multimedia approach, this position will create videos, online modules, virtual learning events, resource hubs, and educational materials to build the knowledge and skills of front-line service providers. This role is part of the CLEO Connect team and reports to the Director of CLEO Connect. This is a full-time position in Toronto (hybrid office) starting as soon as possible, with a 6-month probationary period.

## Key responsibilities include

### Instructional design, curriculum development, and training

- Use instructional design and adult education principles to plan, deliver, implement, and evaluate synchronous and asynchronous digital learning projects.
- Adapt existing training content and develop new content in alternate formats, which could include:
  - interactive web content
  - online modules



- courses
- videos
- Develop videos including animated explainer videos, live action (such as interviews, FAQs), and other informational videos using appropriate video production and editing software
- Create graphics for videos, online modules, educational resources, social media posts, print publications, or other uses, ensuring consistency with CLEO brand standards and style guide as well as attention to equity and diversity
- Develop interactive online modules and courses using Articulate 360 (or other appropriate course authoring software)
- Support the development of online knowledge hubs of curated resources to build the capacity, skills, and knowledge of community workers
- Collaborate with CLEO staff and subject matter experts to plan and implement virtual training initiatives such as workshops and events

### **Project planning and evaluation**

- Outreach to and work with staff from community organizations to inform the planning and development of training initiatives that enhance the legal help skills of community workers. This includes seeking feedback on learning needs of community workers, as well as the design, development, rollout, promotion, and evaluation of training initiatives for community workers
- Review past CLEO training initiatives, educational materials, and research reports to inform future project planning
- Recruit and engage with users to test and assess pilot projects. This could include:
  - focus groups
  - surveys
  - interviews
  - quantitative and qualitative data analysis
- Create and monitor project management plans as needed, aligned with departmental and organizational objectives, to ensure that activities remain on track and on mission
- Stay informed of emerging and established promising practices in adult education, e-learning, professional learning, and public legal education and information
- Conduct literature reviews, surveys, and environmental scans as needed to inform CLEO Connect initiatives.

### **Other / Organizational**

- Participate in team and organizational activities, such as:
  - Team and organization-wide meetings and events
  - Project reporting
  - Staff committee work
  - Strategic and organizational planning
- Work collaboratively with the CLEO Connect team to ensure consistency of quality, tracking, and evaluation of learning programs



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- Participate in other CLEO Connect activities, as needed, to accomplish team goals

## **Key Relationships**

The Digital Learning Specialist:

- Works with CLEO Connect staff to plan, develop, implement, and evaluate CLEO Connect's initiatives to support community workers
- Works with other CLEO staff as needed to ensure alignment of initiatives across the organization
- Collaborates with subject matter experts from the community and legal sectors to create and deliver content
- Creates and maintains relationships with front-line workers and management at community organizations across all sectors and regions of Ontario
- Liaises with vendors as needed to meet project needs
- May be involved in the support or supervision of placement students or volunteers

## **The successful candidate will have:**

- 4-year college or university diploma or degree with a focus on education, social services, multimedia design, or related field, or post-secondary education with relevant work experience in these fields
- 5-8 years of professional experience in adult learning and instructional design, social services, e-learning, multimedia design and production, or other relevant field
- Experience with video production, online course creation, and graphic design
- Experience with adult education, instructional design, and curriculum development
- Strong written and oral communication skills, including facilitation/presentation skills
- Strong organization and project management skills, including the creation of project charters and workplans aligned with departmental and organizational objectives
- Experience planning and conducting community outreach and user testing to gather input on initiatives
- Proficiency in Microsoft Office, video production and editing software, course authoring software (like Articulate 360), and graphic design software (like InDesign)
- Familiarity and experience with digital learning in a community-based non-profit context
- Demonstrated ability to apply an intersectional, anti-oppression framework to learning initiatives, including an understanding of the barriers faced by people living on low income
- Demonstrated ability to be innovative, solution-focused, and take initiative
- Fluency in oral and written French is an asset
- Familiarity with the legal sector, particularly community legal clinics, is an asset
- Some evening and possible weekend work may be necessary at times



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**Starting salary range: \$65,000 to \$75,000**, commensurate with experience.

This position includes health and dental benefits. CLEO staff are also eligible to participate in the OPTrust pension plan. CLEO is a hybrid workplace: staff currently work 2 days per week in the office and 3 days per week from home.

**To apply:**

Please forward the following documents in PDF format:

- your resume
- a cover letter

Please send the above documents in an email with “Digital Learning Specialist” in the subject line by 11:59pm on **Thursday, December 5, 2024** to: [info@cleoconnect.ca](mailto:info@cleoconnect.ca).

Shortlisted candidates will be invited to a virtual interview that will take place between December 11 and December 18. For candidates selected for a second interview, follow-up interviews will take place in-person at our office in January. We will provide accommodation during the hiring process upon request and all information is treated confidentially.

Thank you to all applicants for their interest in the position. Only candidates selected for an interview will be contacted.