

Educational Programs Specialist

Employment Type: Full-Time, Hybrid (Minimum 2 days/week on-site) | Location: 2211 Riverside Drive, Ottawa, ON | Salary Range: \$55,000 to \$65,000 per year | Start Date: ASAP | Reports To: Manager of Educational Programs

About Ottawa Community Loan Fund

The Ottawa Community Loan Fund (OCLF) is an Ottawa-based registered charity and non-for-profit organization committed to advancing financial inclusion and economic well-being. Through practical financial literacy education delivered in collaboration with community partners, OCLF helps individuals build the knowledge and confidence to make informed financial decisions. Our accessible, community-focused approach contributes to greater financial security and resilience across Ottawa.

The Opportunity

The Educational Programs Specialist supports the effective day-to-day operation, continuous optimization, and delivery of OCLF's educational services, including Immigration, Refugees and Citizenship Canada (IRCC)-funded activities.

The Specialist turns approved program plans into coordinated workshops, practical learning resources, accurate records, responsive partner support, and effective communications. This position combines recurring program operations with proactive efforts to improve program outcomes through creative design, process automation, and modern workflow efficiencies.

Working within approved program frameworks, the Specialist independently organizes routine activities, resolves day-to-day delivery issues, and collaborates closely with the Manager on strategic priorities.

Core Responsibilities

Program Coordination, Delivery & Innovation

- **Logistical Management:** Coordinate workshop calendars, facilitator schedules, partner arrangements, materials, registration data, online meeting links, and follow-up activities.
- **Continuous Improvement:** Proactively identify opportunities to enhance program delivery and tracking through modern approaches, including basic process automations and digital workflow efficiencies.
- **Asset Preparation:** Update, refine, and create approved presentations, handouts, participant resources, and facilitator materials to support accessible and engaging learning experiences.
- **Quality Assurance:** Monitor program activities, resolve routine delivery challenges, and promptly escalate issues affecting timelines, targets, or service quality to the Manager.
- **Backup Facilitation:** Facilitate or co-facilitate virtual and in-person financial literacy workshops and information sessions when additional delivery capacity is required, adapting delivery to participants' needs.

Data, Evaluation, and Reporting

- **Data Systems:** Maintain complete and accurate participant and program information in CRM, evaluation matrices, and other required tracking systems.

- **Target Tracking:** Monitor attendance, service outputs, partner submissions, and progress toward established program targets, actively following up on missing or inconsistent data.
- **Impact Evaluation:** Administer evaluations and summarize participant and partner feedback to support continuous program learning and improvement.
- **Funder Reporting:** Compile accurate and timely information for monthly, annual, organizational, and funder-related compliance reporting.

Partner Support and Outreach

- **Stakeholder Relations:** Maintain responsive day-to-day communication with facilitators, school boards, settlement agencies, community organizations, and other program partners.
- **Community Engagement:** Support outreach activities that increase awareness of OCLF's educational services and improve access to programming.
- **External Representation:** Represent OCLF professionally at selected workshops, community events, and partner activities, as required.
- **Storytelling & Insights:** Collect program results, participant feedback, success stories, and related content for periodic organizational and impact reporting.

Website, Design, and Digital Communications

- **Digital Infrastructure:** Maintain OCLF's website and content management system (CMS), ensuring program information and registration details remain current.
- **Graphic Design:** Use Canva and other professional design tools at an advanced level to create high-quality, visually compelling flyers, brochures, promotional materials, PowerPoint templates, social media graphics, and educational resources.
- **Content Scheduling:** Prepare and schedule approved digital and social media content that increases program visibility, community engagement, and workshop participation.
- **Brand Integrity:** Maintain consistent branding, accessibility standards, and visual quality across all promotional, educational, and presentation materials.

What You Bring

- **Experience:** A relevant combination of post-secondary education and at least two years of experience in program coordination, educational programming, communications, community services, or a related field. Experience gained outside Canada is highly welcome and valued.
- **Facilitation Skills:** Experience facilitating workshops, training, or group learning activities for audiences with varied backgrounds and levels of financial knowledge.
- **Technical Web Skills:** Demonstrated experience maintaining and updating websites using WordPress or another major content management system.
- **Visual Communication:** Use Canva or other professional design tools at an advanced level to create high-quality flyers, brochures, templates, and social media graphics.

- **Software & Project Competency:** Strong working knowledge of Microsoft 365 (particularly PowerPoint, Excel, Outlook, and Teams) and virtual hosting platforms (Zoom or Google Meet). Foundational project management knowledge is highly valued.
- **Modern Tool Proficiency:** Experience maintaining accurate information in databases, CRMs, or reporting tools. A professional understanding of AI-enabled tools, including their responsible application toward project management workflows, efficiency tracking, or process automation, is a strong asset.
- **Core Competencies:** Excellent organizational skills, meticulous attention to detail, strong relationship-building capabilities, and practical problem-solving skills with the ability to manage competing deadlines under limited day-to-day supervision.
- **Value Alignment:** A demonstrated commitment to accessibility, inclusion, culturally responsive communication, and respectful service delivery.
- **Assets:** English-French bilingualism is a strong asset. Familiarity with the concepts of adult education development, human-centred design, or instructional design framework is considered an asset.

Working Arrangements

This is a full-time, hybrid position. The successful candidate will work from OCLF's office at 2211 Riverside Drive, Ottawa, for a minimum of two days per week, with additional on-site attendance when required for workshops, meetings, community events, or urgent operational needs.

Occasional evening or weekend work may be required. Applicants must be legally entitled to work in Canada and able to meet the position's regular in-person requirements in Ottawa.

How to Apply

Email your resume and cover letter to fahim@oclf.org with the subject line: Educational Programs Specialist - Application.

In your cover letter, please explain your interest in the role and explicitly respond to the following prompt:

Describe a process, resource, or service you improved in a previous role. Clearly explain what you identified, the action you personally took, and the measurable or observable difference your contribution made.

Note: Your response must provide a specific example and address each part of the question. General responses that do not clearly explain your individual contribution and its outcome may not be considered.

Our Commitment to Fair Screening:

At OCLF, we value human context, real-world skills, and individual expressions of intent. We do not use automated AI tools or algorithmic software to screen applications. Every single resume and cover letter received is read, analyzed, and evaluated by human members of our hiring team.

Applications will be reviewed on a rolling basis until the position is filled. Only candidates selected for an interview will be contacted.