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## User Engagement and Training Specialist

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*PCIC is seeking to hire a User Engagement and Training Specialist*

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### **Pacific Climate Impacts Consortium (PCIC)**

The Pacific Climate Impacts Consortium (PCIC) is a regional climate service centre at the University of Victoria that provides practical information on the physical impacts of climate variability and change. Through collaboration with researchers and regional climate information users, PCIC produces knowledge and tools in support of long-term planning.

PCIC was created to assess regional climate impacts. The goals of the Consortium are to foster collaborative research, to strengthen the capacity to address regional climate change and variability, and to provide the scientific basis for policy development and decision-making.

### **Challenge**

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A position is available for a qualified individual with experience to deliver training and develop curriculum for a broad range of users of climate information and services. While the successful candidate will need to undertake considerable engagement and outreach, the ultimate goal of the position is to build capacity and competency among the target audience (see **Collaboration** section below) to make use of future climate projections.

The position is funded by PCIC through its multi-year funded collaboration with the Canadian Centre for Climate Services (CCCS), an initiative of Environment and Climate Change Canada. PCIC has provided climate services via public facing self-service tools, data portals, and user-commissioned projects since 2005. This position represents an opportunity to add a new mechanism for building user capacity to make use of climate information for decision making. Training and engagement will further improve user support in the region, and via coordination with other regional climate expert organizations, will assist in the improvement and delivery of climate services across Canada.

PCIC offers a positive, supportive and collegial work environment that promotes collaboration and excellence. As a user driven organization, PCIC requires that candidates be able to flexibly adapt their priorities and objectives to changing priorities and needs.

### **Nature of Work**

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Working as part of PCIC's multi-disciplinary team, the User Engagement and Training Specialist works under the supervision of the Lead for PCIC's Regional Climate Impacts Theme. The role will include extensive collaboration and co-development of training with climate information users in the region. An important responsibility is to communicate learnings about user information needs within PCIC and to partner organizations.

A critical initial task will be to determine training needs via engagement with users. A successful training program will require striking a balance between adequate program definition and flexibility to adjust to evolving user needs. Once

underway, user engagement and training activities will provide experience and feedback to inform future phases of work.

Key elements of the position include:

- Develop engaging training and outreach resources (e.g., written materials, visualizations, infographics).
- Build relationships and identify new outreach opportunities (e.g., in-person meetings, webinars, email lists) to improve the Pacific Climate Impacts Consortium's engagement of targeted sets of climate information users.
- Organize and manage training and other user engagement events (e.g., seminars, webinars, workshops), coordinating among PCIC staff, participants, and attendees.
- Collaborate with users on the co-development of reports and curricula to build users' capacity to make use of climate information for decision-making and planning.

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## **Collaboration**

Potential users includes First Nation governments, provincial ministries, public sector organizations, professional and industry associations, and non-governmental associations.

Lessons learned will be shared with PCIC and partners involved in climate risk and adaptation education and training. In particular, the Canadian Centre for Climate Services (CCCS) of Environment Canada is leading the development of a national system of climate services by fostering and coordinating a network of regional climate expert organizations.

Regular engagement with CCCS and climate expert organizations in other regions will contribute to setting a shared vision for climate services in Canada, including a national coordinated approach to providing user support. A high degree of collaboration between those involved in user engagement, training, and user support across the country is important.

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## **Knowledge, Skills & Abilities**

### **Knowledge and Experience**

- Post-secondary degree plus relevant work experience in climate science, knowledge translation, or education
- An understanding of or background in providing training and/or developing curriculum is an asset
- Demonstrated experience working on cross-disciplinary projects and with cross-disciplinary teams
- Experience organizing and promoting workshops and other events
- Knowledge or expertise with climate science and/or risk assessment

### **Skills**

- Excellent verbal and written communication skills
- Outstanding interpersonal skills
- An ability to manage multiple projects with complex requirements and challenging deliverables is required

### **Ability**

- Ability to work in a self-directed manner and within a team environment
- Ability to re-evaluate and adjust priorities and objectives in light of evolving requirements
- Willingness to be flexible with job duties
- Willingness to travel regionally and occasionally nationally as needed
- Operate with a professional demeanor while representing PCIC outside the organization

This job description is meant as a general guide to the position and may not be inclusive of all responsibilities, expectations, and conditions that arise during employment.

## Employment period

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Four-years and six months term commitment, subject to satisfactory completion of a 6-month probationary period, with possibility of renewal dependent on continued project funding.

**Weekly working hours**

Full time (37.5 hours per week)

**Pay rate**

Commensurate with education and experience.

**Additional information:** Address enquiries to Francis Zwiers at [climate@uvic.ca](mailto:climate@uvic.ca).

**Application:** Please send your application including a cover letter, CV, and three professional references to Francis Zwiers, [climate@uvic.ca](mailto:climate@uvic.ca), with “**ATTN: User Engagement and Training Specialist**” in the subject line. Please indicate whether you are legally able to work in Canada.

Review of applicants will start **immediately** and will continue until a suitable candidate is found.