

Job Class Profile: Public Programming Officer (The Rooms)**Pay Level: CG-37 Point Band: 814-847**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	4	5	5	5	3	2	
Points	280	83	13	19	150	108	103	64	21	841

JOB SUMMARY

The Public Programming Officer (The Rooms) performs responsible professional work in the planning, development and delivery of educational programs and products for The Rooms Corporation. Responsible for planning, developing, overseeing and evaluating effective educational programs in cooperation with the professional staff of The Rooms, as well as the Corporation's partners and stakeholders. Also responsible for the delivery of educational programs through a variety of media including in-house, web based and public presentations and seminars.

Key and Periodic Activities

- Plans, develops and evaluates discovery based learning activities for curriculum related school programs related to exhibitions and artifacts of The Rooms programs. Researches themes and main objectives for exhibitions to design and develop educational programs.
- Develops program descriptions, outlines, interpretation and volunteer guides.
- Develops and delivers outreach educational programming such as online learning resources, traveling edu-kit programs for schools, distance researchers and community groups.
- Coordinates the development of The Rooms education and public programming policies; implements policies in support of The Rooms mandate.
- Conducts research on audiences, learning needs and strategies, current practices, etc. in public programming.
- Develops displays and exhibits to enhance and support educational programming.
- Conducts evaluation of educational programs for effectiveness and efficiency; implements program changes and/or updates as per evaluation process.
- Recruits, trains, supervises and evaluates volunteers to work with students participating in discovery learning activities. Ensures adequate staffing of volunteers.
- Designs and produces training materials for volunteers and interpreters.
- Maintains statistics on programs delivered and clients served.
- Participates in the development of marketing strategies related to public programs.
- Liaises with and develops partnerships with educational institutions and culture and heritage organizations.
- Participates in committees related to education and outreach programs, volunteering and heritage issues.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Program planning, development and evaluation — Educational concepts and theories — Curriculum development — Marketing — History and culture of Newfoundland and Labrador <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Undergraduate Degree in Education, Archival Studies, Museum Studies or related discipline. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 3 years experience in program development, planning and evaluation supplemented by experience in curriculum development and program interpretation. <p>Competencies:</p> <ul style="list-style-type: none"> — Research skills — Computer skills — Presentation skills — Oral and written communication skills — Organizational skills — Ability to establish and maintain effective working relationships
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are utilized including listening to information from others; asking questions to gain information; training and mentoring volunteers; providing routine information and direction to volunteers, contract positions and students and gaining their cooperation to complete work tasks. — Interaction occurs with employees within the immediate work area, department and throughout The Rooms Corporation (i.e. curators, archivists, visitor services staff); supervisors and managers; teachers and school board staff; representatives from cultural and heritage organizations; community groups; volunteers and the general public. — Most significant contacts are with staff of The Rooms Corporation, supervisor/manager and volunteers.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in fatigue, requiring periods of rest. — Lifting and moving is occasionally required to carry educational materials and resources from storage rooms to classrooms. — Sitting, standing and walking are required to complete work tasks. Sitting at a computer to plan and develop educational programs; standing and walking are required to deliver educational programming and to assist with group tours.

- Fine finger or precision work is required to operate a computer as well as to handle artifacts with care and safe movement. Gross motor skills are occasionally required to perform work as part of exhibition development teams.

Concentration

- **Visual concentration** is required to perform computerized research; to produce program descriptions, outlines, interpretation guides and volunteer manuals; to assist with group tours and develop displays pertaining to educational programming.
- **Auditory concentration** is required to deliver educational programs and to work closely with members of the Education Unit and other staff throughout The Rooms as well as school representatives and community groups.
- **Higher than normal levels of attentiveness or alertness for the health and safety of others** is required when delivering educational programs.
- **Time pressures and deadlines** exist to have educational programs, including resources and promotional materials, ready to be delivered on time.
- **Interruptions** occur as a result of visitors, phone calls, emails or requests from management.
- **Eye hand coordination** is required to operate a computer.
- **Exact results and precision** is required to develop and implement discovery-based learning activities for curriculum related school programs.

Complexity

- Work involves a series of tasks and activities which are different but related to the design, development and delivery of educational programs for The Rooms.
- Challenges typically relate to the planning, development, delivery and evaluation of education programs which relate to The Rooms Corporation mandate as well as complement the provincial curriculum. This includes ensuring there are enough volunteers on a daily basis to tutor visiting school groups.
- References available to address typical challenges include The Rooms mandate, strategic goals and objectives; organizational policies and procedures as well the Manager of Education and Public Programs.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed with considerable autonomy, initiative and independence under the supervision of the Manager of Education and Public Programs and is evaluated through work planning and review, discussion, observation and reports.
- Independent decisions are made while performing daily duties related to the planning, development and delivery of educational programs including training volunteers and ensuring enough volunteers are available to conduct educational programs.
- Supervisory approval is required for any actions requiring expenditures, hiring contract workers, leave and for any changes in established policies, procedures and practices.
- Discretion is exercised within predetermined limits to seek out and recruit individuals for contract positions and to train and supervise volunteers.
- Discretion and judgment are exercised when dealing with sensitive community based issues

within education programs.
Impact
<ul style="list-style-type: none"> — Results of work tasks and activities are directly felt within the immediate work area, within and outside The Rooms Corporation and on the general public who participate in the education programs. — Results of work tasks and activities directly impact the information contained in the educational programming; finances in terms of the annual budget allocated; facilities where educational programming occurs; equipment and material resources utilized; health and safety of people participating in programs and corporate image in terms of quality educational programs being offered to the public. — Consequences of mistakes or errors in educational programs would result in inaccurate information being provided to the public and program participants which could contribute to a negative impact on The Rooms Corporation. — Consequences of mistakes or errors are typically identified and resolved within hours.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for the supervision of staff.. — Coordinates the work of contract resource people, volunteers and/or students involved in education programs. Assists with the recruiting, training, monitoring and evaluation of volunteers including delegating/allocating tasks; organizing, coordinating and reviewing the work performed.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — No special precautions or safety equipment required. — Limited likelihood of minor cuts, bruises, abrasions or minor illnesses. — Fractures, injuries or occupational illness resulting in partial or total disability typically do not apply. — Exposure to distracting noise while delivering public educational programming.