

## Job Posting

### Digital Education Program Specialist (Contract)

<b>Position Title:</b>	Digital Education Program Specialist (Contract)
<b>Reports to:</b>	Director, National Engagement
<b>Location:</b>	Applicants must reside in Canada. This is a fully remote position.
<b>Contract Term:</b>	June 15 to December 31, 2026 (6.5 Months) with possibility of extension.
<b>Compensation:</b>	\$30 per hour, plus GST/HST
<b>Position Type:</b>	Contractor, full-time equivalent, 37.5 hours per week.
<b>Application Deadline:</b>	Open until filled

#### Overview

The Digital Education Program Specialist is a full-time contractor role responsible for the coordination, technical management, and engagement optimization of Humane Canada's digital education ecosystem, with a primary focus on the [Learning and Resource Centre \(LRC\)](#), and additional responsibility for supporting the integration of [Emergency Response Program \(ERP\)](#) training, tools, and engagement into the LRC.

Reporting to the Director of National Engagement, and working closely with the Director of National Programs, the Specialist ensures learning platforms and collaborative spaces are stable, accessible, well-structured, and actively used by members and stakeholders. In addition to core LRC responsibilities, the role supports the administration of the ERP Committee through coordination and the translation of ERP priorities into integrated education, resources, and forum-based engagement to strengthen emergency preparedness and response capacity across the sector.

The contractor role provides communications support for learning engagement—particularly within collaborative digital spaces—and works in close coordination with the Events & Education Digital Marketing Specialist to ensure educational offerings are visually, technically, and operationally ready for promotion and sustained participation.

#### Scope of Work

##### Digital Education & Learning Coordination

Coordinate online education delivery across:

- Courses
- Webinars

- Learning pathways
- Resource collections
- Discussion forums
- Ensure Program training and tools are fully integrated into the LRC as part of cohesive learning journeys.
- Maintain a centralized, intuitive learning environment that supports professional development and sector-wide knowledge sharing.
- Apply adult learning principles to content structure, sequencing, and learner experience.

### **Technical Management & Platform Integration**

The Digital Education Program Specialist provides hands-on technical administration and platform coordination to ensure seamless operation of Humane Canada's digital learning infrastructure.

### **LMS Administration**

- Administer the Thinkific platform, including:
  - Course setup, configuration, and content uploads
  - Management of user roles, permissions, and access levels
  - Maintenance of learning pathways and bundled offerings
  - Monitoring learner progress, completion data, and engagement metrics
- Manage course registration flows, enrollment accuracy, and reporting integrity.
- Issue certificates for completed courses and programs and maintain verification records.

### **System Performance & Quality Assurance**

- Conduct regular platform checks to ensure:
  - Content displays correctly across devices
  - Links, downloads, and embedded media function as intended
  - Learner experience is consistent and accessible
- Identify and troubleshoot technical issues related to access, navigation, or content delivery, escalating where needed and coordinating resolutions.
- Implement platform improvements aligned with best practices and evolving program needs.

### **User Authentication & Integrations**

- Oversee integration of Thinkific with external systems via authentication processes, including:
  - Implementation coordination of webhooks, API, JWT, and SSO-based authentication
  - Collaboration with IT teams and vendors to configure secure access
  - Troubleshooting login, access, and authentication issues for users
- Support integration planning for future tools or platforms as required to enhance learning or reporting.

### **Data Management, Privacy & Documentation**

- Ensure learner data is handled in alignment with privacy, security, and compliance standards.
- Maintain clear documentation for:
  - Platform workflows and processes
  - Integrations and technical dependencies

- User access and administrative protocols
- Support data accuracy for internal reporting, audits, and stakeholder updates.

### **Forum Engagement & Communications Support**

- Support active, structured engagement within LRC forums and collaborative spaces in collaboration with Humane Canada Program Teams by:
  - Drafting discussion prompts, questions, and participation nudges
  - Encouraging peer-to-peer learning and sector dialogue
  - Supporting conversation flow before, during, and after webinars or courses
- Establish and maintain forum moderation guidelines and content standards.
- Provide learner-facing communications support within forums by:
  - Clarifying learning & resource sharing objectives
  - Summarizing key discussion insights
  - Directing participants to relevant resources or next learning steps
- Monitor forum activity and participation trends to identify engagement gaps and improvement opportunities.

*This role supports engagement communications within learning environments but does not manage external marketing campaigns or channels.*

### **Educational Design & Visual Content Development**

- Use Canva to support the design of education-focused visuals, including:
  - Course and webinar visuals, Learning pathways and forum graphics
  - Resource navigation and orientation aids
- Ensure visuals enhance clarity, accessibility, and learner engagement.
- Prepare assets in formats suitable for handoff to the Events & Education Digital Marketing Specialist for promotion.

### **Cross-Functional Collaboration**

- Work closely with:
  - Events & Education Digital Marketing Specialist to ensure education content is promo-ready
  - Program leads and subject-matter experts to structure and validate learning content
  - External consultants and partners contributing program or sector education materials
- Share timelines, engagement insights, and finalized assets to support coordinated delivery and promotion.

### **Emergency Response Program (ERP) Education & Engagement**

In addition to core LRC responsibilities, the Digital Education Program Specialist supports ERP and other program education, resources, and engagement through the LRC.

- Provide administrative and coordination support to the ERP Committee, including tracking action items and follow-up on education, tools, and engagement priorities.
- Translate ERP priorities into learning resources, LRC content, and engagement activities.

### **ERP Education & Resource Integration**

- Support the development, refinement, and integration of ERP training materials, tools, templates and guidance resources.
- Embed ERP content within LRC learning pathways and ensure resources are accessible, education-ready, and aligned with adult learning principles.
- Support updates to ERP content to reflect emerging needs, best practices, and sector standards.

### **ERP Engagement & Communications**

- Coordinate ERP-related engagement in LRC forums and collaborative spaces to support preparedness, response learning, and knowledge sharing.
- Facilitate discussion prompts, peer exchange, and summary insights from ERP discussions.
- Support aligned communications by ensuring ERP education, forums, and digital resources are well-timed, accessible, and connected to relevant learning pathways.

### **Experience & Skills**

- 3–5 years' experience in digital education, learning platforms, educational technology, or online program coordination
- Proven ability to manage platform setup, user access, reporting, and system integrity
- Experience supporting authentication pathways and working with IT vendors.
- Strong understanding of professional development and adult learning principles
- Strong written communication skills for learner-facing and engagement communications
- Excellent organizational, documentation, and coordination skills
- Proficiency with Canva for education and engagement visuals
- Ability to interpret platform analytics and engagement data
- Comfortable managing technical systems independently in a remote environment
- Strong collaborator with cross-functional teams
- Self-Directed with the ability to manage multiple priorities and evolving program needs
- Commitment to Humane Canada's mission and sector-wide capacity building

### **Working Conditions & Requirements (Independent Contractor)**

- This is a fully remote contract. The successful contractor must be able to deliver services reliably and effectively using virtual collaboration tools and digital platforms.
- The contractor is responsible for providing and maintaining their own equipment and technology, including a computer, phone, printer (as needed), and secure, high-speed internet access necessary to perform the services.
- Work hours are flexible and determined by the contractor; however, the contractor should maintain reasonable availability for collaboration and communication during standard Eastern Time Zone business hours (generally between 9:00 a.m. and 5:00 p.m. ET), as required to meet project needs.
- Occasional travel within Canada may be required to fulfill the scope of work. Travel expectations will be discussed and agreed upon in advance.



THE FEDERATION OF SPCAs AND HUMANE SOCIETIES  
FÉDÉRATION DES SOCIÉTÉS D'ASSISTANCE AUX ANIMAUX



Should you be interested in learning more about this impactful opportunity with Humane Canada, please apply today with your resume and letter of introduction to: [careers@humanecanada.ca](mailto:careers@humanecanada.ca).

Humane Canada is committed to having accessible and equitable employment practices. Because we value a diverse workplace, we prioritize an inclusive culture absent of discrimination during the application process and after joining the team. We encourage people from all backgrounds to apply, especially those from under-represented backgrounds. We believe that work on behalf of animals benefits greatly from collaborating with people from all backgrounds.

Persons with disabilities who require accommodation in the application process may email a request to the attention of Shelby Pearson at [careers@humanecanada.ca](mailto:careers@humanecanada.ca).

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

#### **ABOUT HUMANE CANADA:**

Founded in 1957, Humane Canada represents SPCAs and Humane Societies from coast to coast to coast as well as an increasing number of municipalities, animal welfare groups and rescue organizations that make up the sector. We have a simple vision – a humane Canada. This vision was so important to us that in 2018 we publicly changed our name to Humane Canada. To achieve that vision we drive positive, progressive change to end animal cruelty, improve animal protection and promote the humane treatment of all animals.

As the convener of the largest animal welfare community in Canada, we advance the welfare of animals, with a strong national voice promoting the interests and concerns of animal welfare to government, policy makers, industry, and the public. We believe that each animal possesses intrinsic value, remarkable complexity, and inherent dignity, and as such is deserving of respect and moral concern. We elevate animal welfare through our values of collaboration and evidence-based thought leadership while building integrated, strategic professional teams that utilize systems thinking to create an effective and lasting change.