



CIRCLE OF EAGLES LODGE SOCIETY

Circle of Eagles Lodge Society - Technical Writer Job Summary

Circle of Eagles Lodge Society (COELS) envisions Indigenous Brothers and Sisters leading healthy, balanced lives as empowered individuals, within their families, communities, cultures, and traditions.

COELS supports Indigenous Brothers and Sisters leaving federal institutions and those dislocated from society to reintegrate into community by providing respectful wholistic services and culturally safe spaces.

COELS provides programs and services that are developed through strategic conversations with knowledgeable stakeholders. They include former and current Brothers and Sisters of COELS, community organization partners, Coastal Health frontline workers, Elders, community members, Corrections Services Canada, Parole Officers, and COELS Board, management, and staff. The goal is to bridge the gaps of existing good community programs and services with in-house programs.

The pandemic caused by COVID-19 has resulted in a challenge of limited movement and on-site learning, physical distancing is sometimes difficult, and face to face contact has been limited for priority population served. COELS recognizes that this provides an incredible opportunity to move all COELS programs and services online.

Technical Writer(s) Needed

The Technical Writer(s) will work with COELS management to research, rewrite, adapt and update current in-house programs and services, to make them accessible for staff, stakeholders, and key personnel to effectively continue to provide services that will achieve a successful reintegration for Indigenous People leaving federal corrections, as well as those who are re-entering the workforce and community.

We are looking for an experienced technical writer(s) to join our documentation team in our Vancouver office(s). In this role, you will work directly with management, coordinators, graphics, and layout personnel, to create and publish an extensive library of technical documents.

You will collaborate with and bring new insights to the team but will also have independent projects and priorities.

Job Description:

Your Responsibilities

- Write, edit, and publish user and installation guides, technical notes, and tutorials, modules for an evolving portfolio of cultural programs and services



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- Support multiple teams and final product releases
- Consult with stakeholders, coordinators across the organization about documentation requirements
- Conduct usability studies with priority populations and key personnel
- Develop new document modules that will promote reintegration for priority population, fulfill COELS contractual obligations and staff needs
- Work with translators to localize content
- Develop and promote writing and style guidelines
- Manage the documentation publishing process and portals

Required Qualifications

- Bachelor's degree (any field) or equivalent
- 4+ years of experience as a technical writer in software or networking, or related experience developing lesson plans, modules etc.
- Excellent written and verbal communication skills, with emphasis on clarity
- Both a team player and self-motivated
- Able to organize time, prioritize work, and meet deadlines
- Record of analyzing and solving problems
- Commitment to promoting Indigenous ways of knowing
- Non-judgmental and respectful

Experience Required

- Experience with working within Indigenous Communities
- Preparation of lesson plans
- DITA and structured / topic-based writing
- Experience with Oxygen XML Editor
- Experience documenting complex software user interfaces
- Working knowledge of Linux and Git
- Familiarity with Agile software development
- Familiarity with HTML / CSS

This is a short contract with very tight timelines. Able to start immediately and final products to be completed by March 31st, 2021. \$35-42 per hour. Negotiable based on experience.

Please submit a cover letter, sample of previous work, three references to Attn: Merv Thomas, CEO, Circle of Eagles Lodge Society to merv@coels.ca and to Director of Operations Barb Ellis, barb@coels.ca . No phone calls please, only those shortlisted will be contacted. Indigenous people and organizations are strongly encouraged to apply. Posting will remain open until filled.