

**Service Coordination**  
**Full Time Instructional Designer**  
**Frederick, MD**

**SCI Summary:** SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

**Position Summary:** The Instructional Designer plays a key role in designing and developing learning solutions for the organization. This role will use instructional design methodologies and adult learning principles in the development of instructor-led training, live virtual classroom, web-based training, or hybrid training. This role will help facilitate learners in acquiring knowledge, skills, and competencies in an effective and appealing manner. The instructional Designer will partner with SCI programs and departments to conduct needs analysis and collaboratively develop training plans to meet learning objectives.

**SCI Team Member Expectations:** All SCI team members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures. follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintains compliance with federal, state, and local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

**Essential Duties:**

- Primary role of understanding organizational needs and designing and developing learning solutions utilizing a blended learning approach to facilitate learning in an engaging manner
- Conducts needs assessments by facilitating intake meetings with leadership to gather information about training requests. Analyzes training project requests to identify learning objectives and target audience needs and determine best instructional design solutions to close performance gaps
- Collaborate with internal stakeholders regarding program features, overview, outline, and learning objectives for marketing and pricing purposes
- Partner with Talent Development Director to ensure that identified program and departments training regulations are met and work with training manager and identified program and departments on proactive needs planning
- Work individually to meet departmental goals and objectives that effectively align with the business/strategic plans
- Responsible for the assessment and development material for training events. This includes various methodologies utilizing adult learning processes
- Designs and develops plans, text, graphics, multimedia animations and simulations and tests or assessment instruments for e-Learning courses and integrates these into a final course deliverable or deliverables. Uses proven instructional design techniques and practices to provide courses that adhere to accepted quality standards

- Apply adult learning principles, theories, and practices when designing and developing content, to ensure adult learners are engaged, retain content, and implement what they learned to improve their own, and their organization's performance
- Coordinates with subject matter experts and develops courseware for instructor-led training, live virtual classroom, web-based training, or hybrid treatments
- Works closely with operations management to ensure that all schedule requirements are met and to resolve project-related problems or issues
- Identify opportunities for continuous process improvement
- Complete special projects or perform other duties as needed to meet departmental goals
- Various other People & Culture/Developmental duties and special projects as assigned

**Supervisory Duties:** None

**Education Required:**

- Bachelor's Degree; major in Instructional Design or Talent Development is preferred
- ATD Certification or other Development Certifications preferred

**Experience Required:**

- 3 years of training design experience and eLearning development; 1 year of case management experience with 2 years of direct design experience can be substituted
- Experience with collaboration and consulting
- Experience with online training facilitation platforms such as Teams, Zoom, Webex
- Experience with training development authoring tools such as Articulate, Camtasia, Canva
- 1-2 years coaching or leadership experience preferred
- Experience with Learning Management Systems (LMS) functions preferred
- Experience with SharePoint preferred
- Experience delivering individual development material with emphasis on professional licensed, certified programs such as Blanchard, Covey, and highly ranked Business Schools preferred
- Familiarity with SCORM (Shared Compliance Model) compliance and integrating deliverables into learning management tools preferred

**SCI Value Related Competencies:**

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services
- **Building Relationships and Connections:** Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. Consistent communicator, provides Team Members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders

- **Diversity:** Values, appreciates and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all
- **Driving Solutions (Perseverance):** Pursues all initiatives with energy, drive, and the goal to succeed

### Job-Specific Competencies:

- **Problem Solving:** Uses a logical, solution-based approach and SCI best practices to identify options and workable solutions. Quickly recognizes root-cause issues, discovers the source and generates thoughtful, effective, person-centered solutions
- **Dealing with Ambiguity:** Can effectively cope with change. Can shift gears comfortably. Can decide and act without having the total picture
- **Managing and Measuring Work:** Clearly assigns responsibility for tasks and decisions. Sets clear objectives and measures. Monitors process, progress, and results. Designs feedback loops into work
- **Written Communications:** Able to write clearly and succinctly in a variety of communication settings and styles
- **Speaking:** Talking to others to convey information effectively
- **Business Acumen:** Understands the industry of the organization, knowledgeable in current and future policies, practices, trends, and information
- **Innovation Management:** Skilled at understanding which ideas and suggestions will be successful
- **Presentation Skills:** Effective in a variety of formal presentation settings. Commands attention and can manage groups. Can change tactics midstream if something isn't working
- **Customer Focus:** Thinks of the people we support first and foremost; dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services
- **Understanding Others:** Understands why groups do what they do. Picks up the sense of the group in terms of positions, intentions, and needs; what they value and how to motivate them. Can predict what groups will do across different situations
- **Technical Learning:** Easily learn new skills. Proficient at understanding other industries, companies, products, or information
- **Process Management:** Good at figuring out the processes necessary to get things done. Knows how to organize people and activities. Understands how to separate and combine tasks into efficient workflow. Knows what to measure and how to measure it
- **Perspective:** Looks toward the broadest possible view of an issue/challenge. Has broad-ranging personal and business interests and pursuits. Can easily pose future scenarios
- **Organizational Agility:** Understands the origin and reasoning behind key policies, practices and procedures, understands the culture of the organization
- **Action-Oriented:** Enjoys working hard. Is action oriented and full of energy for things seen as challenging. Not fearful of acting with a minimum of planning. Seizes more opportunities than others

**Physical Demands:** Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

#INDSCIO

***Disclaimer:*** The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Stephanie Bidle at sbidle@sc-inc.org or 240-409-1873.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Stephanie Bidle, HR Manager, at sbidle@sc-inc.org or 240-409-1873.

SCI does not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.