

Service Coordination
Full Time Sr. Talent Development Partner
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 Senior Talent Development Partner plays a key role in assisting with the development of team members at all levels within the organization. This role will focus on the assessment, design, and development of ongoing and newly created training. This role will partner with program leads to act as a training ambassador and work on proactive needs planning.

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:

- Serves as primary role in new team member training process, acts as face of the Talent Development Center of Excellence for the organization; facilitates and administers developmental practices for an upbeat, energetic, and positive professional development experience
- Serves as backup support for new team member training
- Acts as department mentor when assigned to mentor new or current Talent Development Partners or other Talent Development Team Members
- Acts as lead point of contact for identified program(s) and or department(s)
- Partners with Talent Development Program Manager to ensure that identified program and department training regulations are met and works with Talent Development Program Manager and identified program and departments on proactive needs planning
- Works individually and collaboratively to meet departmental goals and objectives that effectively align with the business/strategic plans
- Consults with management and other leadership to identify business processes. Partners with internal stakeholders regarding Team Member training needs
- Assesses and develops material for training events. This includes various methodologies utilizing adult learning processes
- Assists with identifying development programs that positively impact organizational effectiveness by collaborating and evaluating business initiatives to align with company goals
- 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

- Coordinates with subject matter experts and develops courseware for instructor-led training, live virtual classroom, web-based training or hybrid treatments
- Attends program and department leadership and various committees to act as Talent Development ambassador
- Stays up to date and captures programmatic and department changes in procedures and practices. Ensures that these changes are updated in training materials
- Works closely with operations management to ensure that all schedule requirements are met and to resolve project-related problems or issues
- Identifies opportunities for continuous process improvement
- Completes special projects or perform other duties as needed to meet departmental goals
- Performs various other People & Culture/Developmental duties and special projects as assigned

Supervisory Duties: None

Education Required:

- Bachelor's Degree
- ATD Training Facilitation Certificate preferred
- APTD Certification or Development Certifications preferred
- Experience with Learning Management Systems (LMS) functions preferred
- Experience with SharePoint preferred

Experience Required:

- 5 years of direct training experience; 2 years of case management experience with 3 years of direct training experience can be substituted
- 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

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:

- **Build Effective Teams:** Forms teams with appropriate and diverse mix of styles, perspectives, and experience. Establishes common objectives and a shared mindset. Creates a feeling of belonging and strong team morale. Shares wins and rewards team efforts. Fosters open dialogue and collaboration among the team
- **Business Acumen:** Understands the industry of the organization, knowledgeable in current and future policies, practices, trends, and information
- **Dealing with Ambiguity:** Can effectively cope with change. Can shift gears comfortably. Can decide and act without having the total picture
- **Innovation Management:** Skilled at understanding which ideas and suggestions will be successful
- **Composure:** Is cool under pressure. Does not become defensive or irritated when times are tough. Is considered mature. Can be counted on to hold things together during tough times. Can handle stress Is not knocked off balance by the unexpected. Doesn't show frustration when resisted or blocked, Is a settling influence in a crisis
- **Functional/ Technical Skills:** Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
- **Personal Learning:** Picks up the need to change personal, interpersonal, and managerial behavior quickly. Watches others for their reactions to attempts to influence and perform and adjusts. Seeks feedback. Is sensitive to changing personal demands and requirements and changes accordingly
- **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
- **Organizational Agility:** Understands the origin and reasoning behind key policies, practices and procedures, understands the culture of the organization Organizing
- **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 Approachability
- **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

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.