

**Service Coordination
Full Time Talent Development Program Manager
Frederick Maryland**

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 Talent Development Program Manager is an essential leader who manages and develops the programmatic training strategy, oversees its implementation, and assesses the training outcomes for Service Coordination Inc. (SCI). This role will lead the design, development and implementation of learning and development programs tailored to meet the strategic plan outcomes supporting workforce initiatives and plans, talent management, change management and succession plans. Additionally, this role will manage development and facilitation of training programs for Team Member development in support of organizational strategies and goals. The Talent Development Program Manager directly manages Talent Development Partners who support programmatic training including New Team Member Training (NTMT).

Essential Duties:

Talent Development

- Collaborates with People and Culture, Operations, and program leaders to identify, develop, and facilitate training needs and professional development
- Evaluates instructor performance and the effectiveness of training and development programs, providing findings and recommendations, as necessary
- Mentor and coach peers and other members of leadership in facilitation styles and skills and provide feedback and guidance
- Develops training, testing and evaluation procedures
- Collaborates with Team Member Experience team and supervisors in establishing and monitoring Team Member development needs
- Responsible for developing an annual training calendar that includes compliance training for each program and partners with programs to outline proactive annual training topics within a programmatic annual training plan
- Responsible for annual training plan compliance, and maintaining current state regulatory requirements
- Manages programmatic Talent Development Partners and provides regular updates to the Talent Development Committee and stakeholders pertaining to current and future training needs
- Collaborates with the Talent Development Director to provide recommendations to the Leadership Collaboration Council (LCC) on how to fill gaps of knowledge and experience agency wide
- Leads various training teams and incorporates a system of continuous review and improvement of materials

- Ensures coverage of New Team Member Training (NTMT) and other programmatic training initiatives, adjusting for larger class sizes and organizational priorities working closely with Talent Acquisition and program leadership to meet budgeted staffing plan
- Maintains currency on state regulatory training requirements
- Partners with external speakers, trainers, and resources as required to fit the needs of organization
- Measures the effectiveness of key internal trainings as they relate to key performance indicators on the balanced scorecard for SCI
- Maintains a priority list of new and updated training and development offerings
- Works closely with Talent Development Team and Talent Development Committee to develop, plan and execute curriculum for Service Coordination University (SCU)
- Attends various committees to alignment with Talent Development Strategies within the three-year strategic plan

Learning Management Technology

- Maintains the organizational Learning Management Systems (LMS) with support of Sr. Talent Development Specialists and Training Coordinator.
- Maintains the private and public Talent owned SharePoint Sites with support of Sr. Talent Development Specialists and Training Coordinator.
- Works closely with HRIS Data Analyst and Project Management to select, implement and maintain ongoing Learning Management System (LMS) needs of the organization
- Works with Program Leadership to determine needed configuration in iCare Manager (iCM) for entry of Training Hours

Supervisory Duties:

- Provides guidance and direct supervision to the programmatic Talent Development Partners and other Talent Development Team Members within the framework of creating a culture of people-centeredness and professional development
- Mentors Team Members to ensure professional development, leadership growth, and succession planning
- Provides constructive and timely performance evaluations
- Provides delegation support for departmental projects and tasks
- Supports engagement activities

Education Required:

- Bachelor's Degree required with a major in Talent Development or related field
- Certification with Associate Professional in Talent Development required; or if candidate doesn't currently have certification, certification is required within 1 year of start date
- Development or Leadership Certifications preferred

Experience Required:

- 5 years of experience supervising/leading a team

- 5 years of direct training experience which includes a blended approach to learning with direct exposure to the following. 2 years of case management experience with 3 years of direct training experience can be substituted
 - Needs Analysis Assessment experience
 - Classroom instruction
 - Instructional design and delivery developing, managing, and deploying multiple training modalities
 - LMS learning facilitation, publishing outcomes utilizing an authoring tool
 - Curriculum Design
 - Adult Learning Theories
 - Group facilitation and dynamics
 - Professional Development Activities
- 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

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:

- Knowledge: Using principles and methods for curriculum and training design, teaching and instruction for new hires and groups and the measurement of training effects

- Build Effective Teams: Creates strong morale and spirit. Fosters open dialogue. Allows people to finish and take responsibility for their work. Defines success in terms of the whole team. Creates a feeling of belonging for team members
- 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
- Learning on the Fly: Agile and versatile in learning to deal with unusual problems, open to change, enjoys a challenge
- Decision Making: Uses best judgement to determine the appropriate course of action, delegates tasks if applicable, and assesses alternative solutions quickly
- Written Communications: Able to write clearly and succinctly in a variety of communication settings and styles
- Active Learning: Understanding the implications of new information for both current and future problem-solving and decision-making
- Time Management: Uses time effectively and efficiently. Identifies and establishes priorities based on business needs by prioritizing conflicting needs and handling all matters expeditiously, proactively and following through to successful completion
- Interpersonal communication: Interacting effectively with others to convey thoughts and ideas
- Relationships: Can quickly find common ground to solve problems, is seen as a team player and cooperative. Encourages collaboration
- 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
- 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
- Planning: Accurately scopes out length and difficulty of tasks and projects, anticipates, and adjusts for problems and roadblocks

Physical Demands:

- Generally, presents standard office environment. Must be able to remain in a stationary >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.

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.