

Service Coordination
Full Time 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 Talent Development Partner plays a key role in delivery of training to new team members. Additionally, this role assists with the development of team members at all levels within the organization. This role will include designing and facilitating training, along with collaboration with the Talent Development Team on design and development.

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:

- Works individually to meet departmental goals and objectives that effectively align with the business/strategic plans
- Consults with management and other leadership to identify business processes. Partnering with internal stakeholders regarding team member training needs
- Serves as primary role in new team member training process; acts as face of the organization as the initial bond toward of SCI for new team members; facilitates and administers developmental practices for an upbeat, energetic, and positive onboarding experience
- Completes update and revises current training materials including, text, graphics, multimedia animations and simulations and tests or assessment instruments for e-Learning courses and integrate these into a final course deliverable or deliverables. Uses proven instructional design techniques and practices to ensure updates align with accepted quality standards
- Actively participates and contributes positively to workgroups, taskforces, and committees
- Identifies opportunities for continuous process improvement
- Works closely with operations management to ensure that all schedule requirements are met and to resolve project-related problems or issues
- Performs various other People & Culture/Developmental duties and special projects as assigned.

Supervisory Duties: None

Education Required:

- Bachelor's Degree or 8 years of experience substituted in lieu of education

- ATD Training Facilitation Certificate or ability to obtain within one year of hire

Experience Required:

- 3 years of direct training experience; 2 years of case management experience with 1 year of direct training experience can be substituted
- Experience with online training facilitation platforms such as Teams, Zoom, Webex preferred
- Experience with training development authoring tools such as Articulate, Camtasia, Canva preferred
- Experience with Learning Management Systems (LMS) functions preferred
- Experience with SharePoint 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:

- **Dealing with Paradox:** Can act in ways that seem contradictory. Is very flexible and adaptable when facing tough calls. Can combine seeming opposites like being compassionately tough, stand up for self without trampling others. Set strong but flexible standards. Can act differently depending upon the situation. Is seen as balanced despite the conflicting demands of the situation
- **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
- **Personal Learning:** Picks up on 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
- **Organizing:** Can marshal resources (people, funding, material, support) to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently. Arranges information and files in a useful manner
- **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:** Is easy to approach and talk to. Spends the extra effort to put others at ease. Can be warm, pleasant, and gracious. Is sensitive to and patient with the interpersonal anxieties of others. Builds rapport well. Is a good listener. Is an early knower. Getting informal and incomplete information in time to do something about it
- **Technical Learning:** Easily learn new skills. Proficient at understanding other industries, companies, products, or information
- **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
- **Time Management:** Uses time effectively and efficiently. Values time. Concentrates efforts on the more important priorities. Gets more done in less time than others. Can attend to a broader range of activities
- **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.