

GRADE: 15

DIVISION: Employee Resource & Development

POSITION SUMMARY:

The OD Manager is responsible for Leadership and Professional Development Program Design, Development, and Delivery. Be the Dean of THD University by creating curriculum and certification programs to further promote the THD mission, values, and programs. Partners with key stakeholders to assess development needs and performance gaps within the leadership and employee groups; and ensures learning interventions are aligned to Health Department goals. Advises, consults, and collaborates with stakeholders to design and create resources that develop employee and leader competencies, and support cultural initiatives such as innovation and change management. Manages and delivers high quality, high impact Leadership and Professional Development programs, workshops, and interventions. Facilitates team-building sessions. Develops and implements onboarding resources for new employees and leaders. Oversees structured On the Job training programs to ensure consistency, quality, and continuity. Develops and implements communication and plans to increase understanding of the available resources company-wide.

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS (100% of Time):

1. Manage and facilitate training programs using skillful application of adult learning theory to ensure learning outcomes are achieved. Draw upon a wide variety of techniques to ensure engagement, knowledge transfer, and skill development as well as efficient and fun learning.
2. Build ongoing managerial and leadership development training programs for current and new supervisors.
3. Develop business skills training courses for employees to aid in employee professional development.
4. Build collaborative relationships and partnerships with all levels of the organization in the identification and implementation of OD solutions.
5. Provide project support for key initiatives as well as for important entities within HR and outside of HR (e.g. Legal, QI, and Regulatory Compliance).
6. Coordinate all training and development calendar events in order to maintain a continuous learning environment and prevent training conflicts.
7. Plan, organize and track attendance for the Quarterly Meetings.
8. Coordinate all annual training programs, including HIPAA.
9. Manage the Professional Development Incentive Program.
10. Submit monthly reports regarding internal training initiatives and programs.
11. Establish metrics to measure the effectiveness of the Professional Development Program initiatives.
12. Maintain the various communication boards, training calendar, and THD Intranet site.
13. Identify local partners and coordinate guest speakers for the Department by working through various organizations and entities.
14. Facilitate Emergenetics Workshops.
15. Design and Lead the monthly New Hire Orientation program.
16. Provide leadership coaching, team building and team based coaching to programs and staff.
17. Trains and supervises the Trainer to ensure a high quality of professional service and maintenance of agency policies and standards; conducts performance reviews, monitors daily and project tasks, and selected responsible work assignments.

18. Complete required training in support of duties and responsibilities of this position.
19. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: BA or BS degree in a relevant field such as human relations, human resources, adult education, communication, leadership, or organizational development preferred. Formal training or education in Adult Learning, Instructional Design, Training Delivery, and Training Evaluation is highly desirable. Master degree a plus.

Experience: 3 - 5 years of work experience with solid career progression in designing, developing, and/or delivering classroom training in the workplace preferred. Experience in Program management, administration, organization, managing details, and keeping multiple tasks/projects on track required. Supervisory experience preferred.

Skills and Knowledge:

- Excellent interpersonal, organizational, and writing skills necessary. Knowledge of proper English usage, spelling, punctuation and grammar.
- Excellent communication skills across diverse populations are required in communicating effectively with all levels of participants and employees.
- Strong knowledge of instructional theories: adult learning, on the job learning, knowledge management theories, and principles in classroom instruction.
- Instructional and curriculum design.
- Computer competency required, with use of MS Office Suite, Power Point, Excel, Word, and Outlook.
- Ability to work cooperatively with people at all levels with respect and ability to respond appropriately in a variety of complex situations. Skills in establishing and maintaining effective working relationships.
- Analyze, interpret, and report research findings and recommendations regarding the effectiveness of the internal training programs.
- Ability to understand and apply complex information such as adult learning concepts, motivational interviewing and principles in classroom instruction.
- High level of comfort creating presentation content including graphics using PowerPoint, Adobe Products, Canva, and various other platforms
- Solutions based mindset, critical thinking and openness to innovation

Licenses: Certified Professional in Learning and Performance (CPLP), Education, or PHR desired.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with the Executive Director, Chief Operating Officer, Division Chiefs, Human Resources Director, and THD employees.

PHYSICAL EFFORT:

This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. Occasionally lifts materials, boxes of records, and equipment weighing up to 20 pounds; stooping, bending and squatting in retrieving files. Regularly communicates with internal and external staff and partners. Move about in an office or classroom setting. Verbally communicate in front of small and large groups of people.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – Training Specialist

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer hardware & software equipment. Budget input.

Reports to – Director, Employee Resource & Development

WORKING CONDITIONS:

- Must be flexible to meet the needs of various schedules; hours may fluctuate based on priority of deadlines and workload. Varying degrees of stress and pressure depending on urgency of the task or project.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel as needed.

FLSA Status: Exempt