



Alliance for Strong Families and Communities Job Description

Job Title:	Director of Organizational Learning
Department:	Knowledge, Leadership & Innovation
Reports To:	Senior Vice President, Knowledge, Leadership & Innovation
Direct Reports:	Project Manager, Knowledge, Leadership & Innovation
FLSA Status:	Exempt
Grade:	8
Cellphone Eligible:	Yes

The Alliance for Strong Families and Communities, Inc. (Alliance) is a national organization dedicated to achieving a vision of a healthy society and strong communities for all children, adults, and families. The Alliance works with its membership network for transformational change by representing and supporting this system of nearly 450 North American nonprofit human-serving organizations to translate knowledge into best practices that improve their communities. The Alliance includes its wholly owned divisions FEI Behavioral Health, Inc. and Ways to Work, Inc.

This is a three year, grant-funded fixed term position for three years with the possibility for extension

SUMMARY:

The Alliance is seeking an experienced learning development professional for our newly created position of Director of Organizational Learning. The Director of Organizational Learning will work with key stakeholders and subject matter experts to design and develop learning tools delivered through a variety of methods to address business and performance effectiveness of nonprofit human service organizations. The ideal candidate will demonstrate effective needs analysis, project management, and instructional design and evaluations skills. This position will be the eLearning and Learning Management System (LMS) expert responsible for management and maintenance of the LMS and developing technology based training. We seek a leader with demonstrated experience building a learning enterprise with a focus on improving member engagement, delivering value and driving revenue.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Management & Leadership

- Provide project leadership for the *Committed to Impact* grant funded project, including planning, project management, execution of key project deliverables, reporting and monitoring quality, and budget management
- Manage a cross-functional team of staff to develop and deploy a comprehensive suite of learning tools suitable for nonprofit human services professionals that can be delivered through a variety of channels, including eLearning
- Partner and collaborate with subject matter experts (SMEs), internal customers, Alliance network members and others to assess learning and training needs and identify gaps and opportunities



Learning Management

- Design and develop learning objectives, instruction, and training material in multiple formats (classroom, eLearning, self-study, webinar) based on end user evaluations and market assessments of available tools and resources
- Create, administer, analyze, and report on end user needs, learning and performance objectives, and success measures
- Design training plans and develop, coordinate, and deliver appropriate application training curricula, training programs and/or individual courses for end users of all levels
- Identify and source subject matter experts (SMEs) for development of learning and training opportunities
- Create project documentation including the design templates, standards, style guides, technical specifications, straw models, train-the-trainer and pilot materials
- In partnership with director of technology, lead planning and delivery of a technology environment that supports quality online, hybrid, and blended learning
- Establish and maintain standards for eLearning content design, development and delivery
- Explore the creation of a proficiency based credentialing system which organizations can earn to denote their level of proficiency in the Commitments framework

Business Development

- Develop and execute a business plan to ensure sustainability and scaling of Alliance learning products and services, including market assessment, development of marketing and sales strategy, and defining service and product lines with a focus towards revenue generation
- Identify new learning opportunities and manage the design, planning and execution of programs while continuously evaluating their effectiveness
- Seek and identify strategies for learning sources of revenue enhancement
- Develop a train-the-trainer certification model to enabled scalable delivery of training and consultation

EDUCATION and/or EXPERIENCE

- Bachelor's degree required with 5-8 years of progressive experience in instructional design, educational leadership, or related field or equivalent combination of education and experience; previous experience in association or nonprofit environment highly desired
- Strategic leadership, management, and planning experience
- Thorough knowledge and understanding of adult learning theory and practice
- Thorough knowledge and understanding of contemporary tools and trends related to education technology, LMSs, mobile learning, blended learning, socially networked learning, synchronous and asynchronous forms of technology-mediated learning, and the innovative use of video, audio, illustration, animation, and other forms of multimedia in e-learning
- Proven ability to oversee the design and development of e-learning courseware that meets the professional-development needs of nonprofit executive leaders



- Proven ability to guide, manage, and lead a cross-functional team in the concurrent design and development of learning tools
- New program development and related business plan development skills required
- Strong budgeting and project management skills including coordination of projects, tracking and reporting on project status, teamwork, leadership, innovation and delivery of consistent, quality products within established timelines;
- Knowledge of lean six sigma and other total quality management systems a plus
- Applicable software systems utilized in daily operations as well as digital production equipment;
- Applied experience with current and emerging educational technology

SUPERVISORY RESPONSIBILITIES

Provide direct supervision to project manager, which includes establishing performance goals, providing regular supervision and coaching, establishing and supporting professional development plans, and providing regular performance feedback and our annual performance review process.

COMPETENCIES

- **Team Management:** Able to build strong relationships between team members; models being a team player and expects team members to support each other and other departments in accomplishing goals; utilizes the talents of all team members; addresses conflict immediately in open, transparent manner; celebrates and shares team successes; provides ongoing flow of information to team members on business operations; promotes team cooperation and support with other departments; develops team mission, values, and vision that is connected to the organization's business plan; defines clear team member roles and sets clear priorities for the team and individual team members; advocates for team member development and growth.
- **Strategic Management:** Develops and shapes a clear business strategy and goals that creates value-add and influences organizational goals; thinking in a non-linear manner; anticipating future business needs; thinking creatively; integrating information from all parts of the organization; understanding revenue and resource development; monitoring sector and industry trends and extracting relevant information.
- **Process Improvement:** Drives all work activities toward making tasks simplified, organized, and efficient (efficient use of resources); works to continually improve operations and processes; champions improvement opportunities with network partners; offers and encourages innovative thinking; holds employees accountable for improvements and recognizes both effort and results; builds improvement projects into performance goals; provides clear direction on determining the highest quality; ensures all improvements are aligned with the business plan.
- **Talent Development:** Provides ongoing coaching to assist employees in accomplishing their work and professional goals; partners with employees to prepare their unique development plan; discusses short term performance improvement opportunities and career interests; provides challenging assignments that help employees to reach their performance and career goals; advocates for employee growth within the organization; conducts periodic development/career progress discussions; provides guidance to network partners in developing



talent; sources and hires high potential talent that fits culture and the current and future position requirements.

- Critical Thinking: Able to think outside the box and generate creative ideas quickly; bases judgments on evidence rather than personal preferences, stereotypes, or preconceived positions; seeks balanced views; thinks before acting; revises judgments when new evidence appears.
- Subject matter expertise on a range of issues related to nonprofit management, policy, social issues, organizational development and human services models programs and policies.
- Resilience: Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee would encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.