



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T2564	Title:	Manager, Learning Experience Design
Date:	July, 2020	Department:	Organization Effectiveness Operations
FLSA:	Exempt	Reports To:	Director, Organization Effectiveness Operations
Grade:	16	Approved By:	SVP, Organization Effectiveness

POSITION PURPOSE

Responsible for managing all operational activities, tactical planning and team resources dedicated to the design of learning, development and performance solutions. Responsibilities include managing direct reports, oversight of end-to-end design processes as well as content curation, budget planning, data gathering and analysis to achieve strategic and business objectives.

Provides project leadership and client management for strategies, and the design and development of high-quality diverse learning, development and performance solutions. Serves as liaison, and collaborates with stakeholders to plan and scope projects, and communicates and negotiates timelines to ensure expectations and commitments are met by monitoring project performance and reporting progress and outcomes.

Provides consultation to functional, business, and organizational leaders who request Learning Experience services.

Provides supervision, oversight, quality assurance, coaching and support on learning, development and performance solutions and materials.

Provides support for growth and development of direct reports and other Organization Effectiveness Operations colleagues.

ESSENTIAL FUNCTIONS

1. Knows, understands, demonstrates and incorporates Trinity Health's mission, vision and core values in practices and decisions.
2. Manages operational tasks, tactical plans and team human resources dedicated to learning and performance solutions while serving as a working manager.

3. Works effectively as an individual contributor, as part of a team, as a team lead or learning experience designer conducting needs analyses and assessments, and to design, develop, implement, and evaluate curricula and programs.
4. Provides oversight for design-related deliverables and conducts assessment of performance and professional growth and development of direct reports.
5. Manages and leads remote dispersed teams and communicates via video conferencing technology.
6. Designs processes and ensures adherence to Organization Effectiveness Operations standards for learning and development solution creation, delivery, evaluation and sustainment. Manages solutions for continuous improvement consistent with organization strategy. Identifies opportunities for simplification and efficiency by using Trinity Health's standard methodologies for process improvement.
7. Understands instructional design protocol, change leadership, project management and people management concepts, principles, dynamics, functions and methodologies.
8. Plans and assesses budgets and resources for learning solutions, projects and programs. Adapts plans based on business priorities and organizational change.
9. Responsible for sourcing, evaluating, selecting, retaining, and managing external vendors/instructional design firms contracted to work on learning initiatives.
10. Mentors/coaches colleagues to ensure quality outcomes in support of the development needs of the Ministries and the organization.
11. Provides consultation and guidance regarding Organization Effectiveness Operations services and learning and performance solutions.
12. Has significant knowledge of current and future technologies within the broader learning and development ecosystem, including Learning Management Systems, virtual classrooms and collaboration tools; and provides guidance to learning experience designers and/or outsourced vendors related to appropriate technology integration.
13. Ability to effectively deal with ambiguity, change, and shift direction as needed to address emerging organization and client needs.
14. Demonstrates ability to work in a fast-paced and changing environment with multiple priorities, with the ability to effectively manage priorities.
15. Provides expertise in planning and facilitation of customer meetings and creating and presenting information to leaders and colleagues via multiple communication platforms.
16. Works collaboratively and builds effective relationships with all stakeholders including Organization Effectiveness colleagues accountable for projects and program-related tasks and initiatives.
17. Contributes to the development and implementation of organization-wide learning strategies and business unit initiatives; and demonstrates the ability to work cross-functionally building effective relationships at multiple levels and in matrixed environments.

18. Participates in professional development to stay current with learning and development trends, technologies and research.
19. Maintains a working knowledge of applicable Federal, State and local laws/regulations; the Trinity Health Integrity and Compliance Program and Code of Conduct; as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.

MINIMUM QUALIFICATIONS

1. Instructional Design/Technology expertise normally obtained through a CPLP (Certified Professional in Learning & Performance), the completion of a Master's program in Training and Development, Instructional Design, or related field, or by managing a learning-related function or department.
2. Seven (7) to ten (10) years of experience designing, developing and implementing diverse learning solutions.
3. Minimum of 5 years of experience in program/project leadership roles.
4. Supervisory and/or team lead experience; managing a learning function or department is preferred.
5. Strong understanding of evidence-based learning, cognitive learning theory, learning technologies, learning strategy, instructional design and development, and performance consulting.
6. Ability to work independently, on a team, and to lead projects. Highly collaborative and able to build strong relationships internally and externally with colleagues and constituents at all levels.
7. Ability to communicate and execute departmental and organizational strategies.
8. Ability to inspire, motivate and engage teams.
9. Demonstrate the ability to interact effectively on cross-organizational teams.
10. Ability to manage multiple projects and meet associated deadlines. Strong project management and analytical skills with proven ability to manage multiple priorities while delivering high quality results.
11. Skilled in group facilitation; experience in planning and facilitating project planning meetings with staff and constituents.
12. Exceptional written and oral communication, consulting, and project management skills.
13. Skilled in using content and graphic development tools and leveraging technologies to meet diverse learning and performance needs of the business.
14. Ability to work, interact and influence a wide range of colleagues, managers and Trinity Health leaders.

15. Ability to communicate via video conferencing technology and lead remote, dispersed teams.
16. Must exhibit tact and diplomacy in developing and maintaining positive working relationships. Professional demeanor required.
17. Has personal presence that is characterized by a sense of honesty, integrity and caring with the ability to inspire and motivate others to promote the philosophy, Mission, Vision, Goals and Core Values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Must be able to set and organize own work priorities and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles. Ability to concentrate, meet deadlines, work on several projects simultaneously and adapt to interruptions.
 2. Operates in a typical office environment. The area is well-lit, temperature controlled and free from hazards.
 3. Communicates frequently, in person, over the phone, and using video conferencing technology with people in all locations on support issues. Hearing is needed for extensive telephone and in person communication.
 4. Manual dexterity is needed in order to operate a laptop keyboard.
1. Must be able to travel to the various Trinity Health sites . [Up to 25-35% - May vary pending base location and assignments]

TRINITY HEALTH MISSION STATEMENT AND CORE VALUES

Mission: We serve together in Trinity Health, in the spirit of the Gospel, to heal body, mind and spirit, to improve the health of our communities and to steward the resources entrusted to us.

Core Values: Reverence; Commitment to Those Who Are Poor; Justice; Stewardship; Integrity