



## TRINITY HEALTH POSITION DESCRIPTION

<b>Job Code:</b>	T2567	<b>Title:</b>	Manager Learning Program Delivery
<b>Date:</b>	June, 2020	<b>Department:</b>	Organization Effectiveness Operations
<b>FLSA:</b>	Exempt	<b>Reports To:</b>	Director Organization Effectiveness Operations
<b>Grade:</b>	15	<b>Approved By:</b>	SVP Organization Effectiveness

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### POSITION PURPOSE

Responsible for management of all operational activities, tactical planning and human resources dedicated to the implementation of holistic learning solutions, both formal and informal, and their delivery, evaluation and maintenance to achieve strategic objectives and business outcomes in alignment with Trinity Health strategic priorities. Oversees management of talent development initiatives and projects related to: program production and delivery including instruction and facilitation; and other aspects of learning program operations. Consults with internal customers and sponsors who request learning solution delivery. Accountable for high quality learning solution delivery serving Trinity Health's workforce.

### ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates and demonstrates the mission, vision and values of Trinity Health in leadership behaviors, practices and decisions.
2. Manages and/or oversees talent development learning initiatives, programs, operational activities, processes and standards, tactical plans and staff supervision including: implementation and delivery including instruction and facilitation; evaluation; and maintenance.
3. Manages a team responsible for a learning delivery operations, administration, reporting, vendor and business partnerships, staffing and resource management. Mentors, coaches and leads colleagues by providing feedback and advising on professional development.
4. Manages and/or oversees learning delivery projects designed to support new offerings such as those related to internally developed solutions, and delivery related customization or other implementation of vendor-acquired learning programs, courses, presentations, and other learning tools. Leverages data-driven approach to champion the acquisition and implementation of new, strategically aligned learning delivery resources and vendor relationships based on business needs.

5. Develops key business relationships with service partners, leaders and other stakeholders by understanding and responding to their business and learning needs. Collaborates with stakeholders to plan and scope the delivery of learning solution projects. Advises learning partners regarding learning solutions, implementation best practices, evaluation, audience, and delivery requirements. Plans and facilitates related stakeholder meetings and/or meetings with vendors and other team partners.
6. Guides team members on intentional integration of Trinity Health content in the delivery of both internally developed and outsourced programs. Provides guidance to instructors and facilitators in application learning methodologies and holistic learning solutions and techniques that extend beyond training and formal learning delivery programs.
7. Accountable for high quality learning solution delivery in support of Trinity Health's workforce development. Ensures integration and alignment of standard program delivery processes by supporting best practice sharing and collaboration across business lines and functions.
8. Provides supervision, oversight, quality assurance and feedback for the delivery of learning solutions. Works with service partners, including those across Organization Effectiveness, to provide guidance to staff, internal customers and/or outsourced vendors related to appropriate technology integration for impactful learning delivery experiences.
9. Consults with team, service partners and other stakeholders regarding evaluation and measurement plans. Creates and manages the implementation of collective success cases and learning delivery evaluation, measurement, and reporting plans.
10. Plans and assesses budgets and resources for the delivery of learning solutions, projects and programs. Partners across stakeholders to create the business case and budget to enhance current learning initiatives and content acquisition or development. Validates resource allocation with: ROI, increased productivity and effectiveness, enhanced organizational capability, and overall fit within Trinity Health's strategy.
11. Participates in professional organizations and industry forums to stay current with instructional design methodologies and technologies, adult education, learning delivery and technologies, and effective learning environments.
12. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health Corporate Integrity Program, Code of Ethics, 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. Master's degree in Business, Health Care Administration, Strategic Leadership, Instructional Design/Technology, Organizational Development or an equivalent combination of education and related work experience.
2. Seven (7) to ten (10) years of experience in learning and development. Health Care experience preferred.
3. Supervisory and/or team lead experience preferred.
4. Knowledge of adult learning theories and an understanding of instructional design processes and current solutions for adult learning and its delivery.

5. Exceptional written and oral communication, consulting, and project management skills.
6. Ability to work independently, on a team, and to lead teams and team projects.
7. Ability to manage multiple projects and meet associated deadlines.
8. Ability to leverage the capabilities of instructional technologies.
9. Ability to work and interact with a wide range of colleagues, directors and Trinity Health leaders. Must exhibit tact and diplomacy in developing and maintaining positive working relationships. Professional demeanor required.
10. Must possess a 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 and over the phone, with people in all locations on product support issues. Hearing is needed for extensive telephone and in person communication.
4. Manual dexterity is needed in order to operate a computer keyboard.
5. Must be able to travel to the various Trinity Health sites (up to 25-35% - May vary pending base location and assignments).