

Position Description

Title:	Director of Learning and Assessment
Department:	Learning and Assessment
Supervisor:	Chief Assessment Officer
FLSA Status	Exempt
Profile:	G

Overall Position Purpose:

This position exists to ensure strategic-level leadership for programs and projects in the Learning and Assessment Department, ensure the development and implementation of appropriate policies and operational procedures for the Learning and Assessment Department; oversee the activities of departmental staff, determine and execute the activities necessary to achieve the goals of the Learning and Assessment Department; and serve as a member of Inteleos Management Teams while working closely with Inteleos leadership, staff, vendors, and subject matter experts.

Core Responsibilities

- Oversee the development of clinical educational content to supplement maintenance of certification activities for the demonstration of ongoing learning and proficiency for healthcare professionals;
- Identify and work closely with education partners to leverage existing educational content to develop healthcare maintenance of certification education, training, and assessment activities;
- Remain current in learning and assessment theories; technologies; and cutting-edge tools and methodologies;
- Align the Learning and Assessment Department with educational psychometric theories and practices and maintain educational-based learning and performance measurements;
- Accountable to be a productive and contributing member of Inteleos Management teams for the benefit of the organization through executive performance and cultural awareness;
- Responsible for departmental success through management practices and organizational policies and procedures;
- Assume the maximum level of decision making-authority and associated risk for the activities of the Learning and Assessment Department;
- Oversee the management of department staff, programs, workflows, and projects in the areas of knowledge acquisition, adult education and training, educational content development, test development and maintenance, and proficiency measurement;
- Provide support to subject matter experts at all levels;
- Assure timely and accurate roll-out of processes and programs;
- Monitor the daily activities of the department managers and leads assuring assigned staff are receiving training, professional development, mentorship, and performance evaluation to maximize potential and investment, and create a team-oriented environment;
- Assume the primary responsibility in the forecasting, determining, setting and monitoring departmental budget allocations required to meet organizational strategic objectives, strict adherence to the Board approved budget and financial policies, and monitoring financial trends to allow for strategic adjustments to assure maximum ROI;
- Provides guidance and accountability to Councils, Standing Committees and/or Staff Committees to assure effectiveness Committee(s) success;
- Assures department meets ongoing requirements for best practices in the development of education, training, and assessment. Where appropriate, comply with ANSI-ISO 17024 accreditation standards through existing and evolving policies and procedures;
- Maintain familiarity of Inteleos staff policies and the functions of each Inteleos department and works as a positive role model and mentor/coach for all staff.

Required Education/Experience

- Master's Degree, or equivalent in Learning Design and Technology, Instructional Technology, Instructional Design, or Adult Education;
- Minimum of five years of experience in direct supervision and leading a department with multiple staff; and
- Minimum of three years of experience in the development of educational products in multiple formats, including technology enhanced.

Required Qualifications/ Skills

- Extensive experience developing, implementing, and maintaining educational programs using industry standard learning design theory including e-learning;
- Comprehensive knowledge and experience in learning, training, and assessment, specific experience with adult learning theory, preferred;
- Working knowledge of educational psychometrics and performance assessment;
- Comprehensive knowledge and experience implementing enterprise use of Learning Management Systems (LMS);
- Comprehensive knowledge of research and development models and best practices;
- Comprehensive knowledge of business and people management principles, theories and concepts in the work environment, strategic planning, and resource allocation/modeling/leadership techniques;
- Demonstrated ability to use collaborative and consensus-building management techniques to lead departmental staff, cross-departmental projects, vendors, and subject matter experts in remote and in-person settings;
- Superior project management, interpersonal, organizational, and customer service skills;
- Capable of analyzing problems rigorously and from all angles, showing sound practical judgment;
- Ability to think strategically and tactically, to both provide strategic guidance and execute growth strategies and projects;
- Consistent attention to detail and follow-through skills;
- Superior verbal, written and collaborative skills to correspond with multiple audiences, including executives, Boards/Councils, external contacts and staff teams;
- Ability to maintain positive attitude under stressful conditions and work towards building and maintaining a positive environment throughout the organization;
- Proficiency with budgeting and financial management;
- Intermediate knowledge of Microsoft Office Suite and ability work in other software environments including learning design tools.

Inteleos Attributes

- **Accountable** – taking ownership of your work and delivers results. Being responsible for your actions.
- **Collegial** – being helpful, respectful, approachable and team oriented. Building strong working relationships and a positive work environment. Consider the thoughts and opinions of others.
- **Ethical/Integrity**– employee is honest and trustworthy when working with colleagues, volunteers, and other stakeholders. Lead by example.
- **Committed to:**
 - Creating the global standard of excellence in healthcare and patient safety
 - Excellence – Strive to excel in everything you do.
 - Quality – Taking the initiative, extra time, care and vigilance to get the job done right.
 - Continuous Learning
- Have a **Positive “Can-do” Attitude**-being ready, available and willing to get the job done and done well.

Supervisory Environment

- Works under executive guidance, with considerable latitude in determining work objectives.
- Develops advanced methods using complex analytical tools or procedures to ensure efficient operations and effective utilization of resources.



- Engages in and monitors decision-making process or problem solving on complex issues, often in ambiguous contexts, that typically require new and creative solutions. Demonstrates high level of independent leadership.
- Contributes to the development of overall strategic objectives of Inteleos.

Work Environment

The incumbent will work at a desk in an office environment either in the corporate office or in an approved remote setting. Evening and weekend work, and travel will be required. There are minimal requirements to lift or move equipment.

This description is intended to provide an overview of the responsibilities of the position. It is not all-inclusive and an incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract.

Received by: _____
Employee Name/Signature

Date: _____