

Position Description

Title:	Global Learning Program Manager
Division:	Executive
Department:	Certificate Assessments
Supervisor:	Deputy Director, Point-of-Care Ultrasound (POCUS)
FLSA Status	Exempt
Profile:	D

Overall Position Purpose

This position exists to provide Inteleos with program management support for the POCUS Certification Academy™ (PCA) education and learning initiatives. This position will provide comprehensive support and oversight for the POCUS education programs. Allowing better strategic planning and quality assurance for all educational initiatives as overseen by the POCUS Leadership as wells as other Certificate Assessment initiatives.

Core Responsibilities

- Develop, maintain, and execute learning resources including but not limited to webinars, podcasts, infographics, blogs, e-newsletters, virtual and in-person events, and other identified educational material;
- Maintain PCA Continuing Medical Education (CME) units and identify new offerings;
- Manage the POCUS Education Provider Program and identify ways to promote and improve the program and support the external stakeholders;
- Oversee designated programs, contractors, volunteers, workflows, and projects to ensure timely and accurate roll-out of processes and programs utilizing collaborative and consensus-building techniques to lead cross-departmental projects;
- Utilize project management and design tools (Canva, Asana, WordPress, etc.) to plan out educational content themes and keep contractors and other stakeholders informed and organized;
- Support customer service inquiries via email and phone;
- Post and maintain microlearning on PCA WordPress website;
- Continuously improve the PCA educational offerings using Agile principles and LEAN design;
- Represent Inteleos and its Councils at appropriate events;
- Support the PCA governance model by being the primary staff liaison for the PCA Education committee;
- Work collaboratively with all staff, project partners, and subject matter experts to develop and implement learning programs that help build, strengthen, and grow the global ultrasound community;
- Participate in the development and facilitation of learning strategies and programming under the guidance of the Deputy Director, Point-of-Care Ultrasound;
- Facilitate meetings as appropriate;
- Work with Certificate Assessment Leadership to develop budget for educational initiatives and stay within that budget;
- Stay current with industry trends and best practices relating to certification, education, and microlearning; and
- Comply with directions and instructions from PCA leadership and perform tasks and assume responsibilities as assigned.



Required Education/Experience

- Bachelor's degree, Certification, or equivalent required;
- CPLP, PMP Certification, or equivalent in a related field;
- Minimum of five years of experience working in departmental function; and
- Experience managing learning and education programs.

Required Qualifications/ Skills

- Extensive knowledge of adult education and training management principles, theories, and concepts in the work field, strategic planning, and resource allocation/modeling/leadership techniques.
- Experience with instructional design or educational program development, delivery, and implementation for international medical professional adult learning programs.
- Superior project management, interpersonal, and organizational skills.
- Excellent writing skills.
- Good public speaking skills.
- Knowledge of healthcare provider education and healthcare markets.
- Resiliency and ability to take risks, try new initiatives, and work in a startup culture.
- Ability to foster and grow international education programs with attention to cultural differences.
- Demonstrated ability to deal effectively with people from all levels of the organization and external contacts.
- Ability to coordinate efforts and workflow with staff members from all levels and departments of the organization as well as external contacts.
- Capable of analyzing problems rigorously and from all angles, showing sound practical judgment.
- Strong verbal, written, and collaborative skills to fulfill executive level communication and correspondence.
- Ability to maintain positive attitude under stressful conditions.
- Consistent attention to detail and follow-through skills.
- Familiarity with WordPress.
- General knowledge of Microsoft Office Suite.

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 general supervision with broadly defined work objectives.



- Makes decisions of some complexity regarding work design, projects, etc. which regularly impact the next organizational layer and may impact an organizational function.
- Work projects and products are subject to management review for content, quality, and appropriateness.
- Incumbent generally has no formal supervisory responsibility, though they may provide regular work direction to other employees.

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: _____