CLIENT OVERVIEW

This organization is the nation's leading provider of high quality care and support solutions. Its goal is to enable the highest level of personal independence and meaningful lives for its clients. The company is committed to delivering a gold standard in care through our attentive and well-trained staff who support making it possible to keep people comfortably and safely within their homes and communities.

ROLE DESCRIPTION

The VP, Learning & Development will will partner widely across the organization, leading and supporting efforts to evolve, build and ultimately scale robust learning solutions. These include leading the training and employee development initiatives, leadership coaching, and related team-building trainings to communicate a consistent, core-value based message throughout the company.

ESSENTIAL DUTIES

- Build upon an existing team and lead the organizations efforts through a combination of traditional classroom learning, e-learning, Webex, project and on-the-job development.
- Create the 3-5 year roadmap for elevating employee engagement and deepening capabilities of individuals and teams across the organization.
- Collaborate to understand current and future business needs and balance those against individual advancement and to deliver methodically deliver training and development for collective growth.
- Develop and deploy training programs that address critical issues, aimed at enabling current employees to build skill, knowledge and expertise, including but not limited to leadership training, manager training, compliance-related training, and other necessary training for well-run businesses (ethics, harassment prevention, etc). Collaborate with operations, quality and compliance teams for state-specific caregiver training curriculum is key.
- Create an approach to organizational growth that will develop managers to be skilled in building and leading high performing teams, such as: How to set goals, delivering feedback, having difficult conversations, self-appraisals, etc.

- Create and standardize an onboarding and integration curriculum jointly with HR and other leaders for all new employees, including check-ins and evaluations from Day 1 through Day 90.
- Build credibility by forming relationships with senior leaders and officers, working to collaboratively address their needs to align learning and development priorities with organizations overall strategy and with performance assessment data as a foundation
- Develop and implement programs and initiatives enhancing the employee experience and improving capabilities for the organization to deliver on our employee value proposition
- Participate in the design of organization development and effectiveness efforts with accountability for building leadership capability translating to bench strength and effective succession management.
- Manage LMS implementation for hosting programs, establishing learning paths and for tracking, evaluating and managing cohorts.
- Develop business cases for build vs buy decisions on curriculum components; manage vendors, contracts and departmental budget. Determine delivery modes, combining eLearning, OTJ, classroom, VILT, coaching/mentoring, and formal education methods.
- Conduct follow up studies of major learning objectives to monitor, evaluate and measure the programs' effectiveness, ROI, and success.
- Manage and develop L&D team and capabilities

REQUIREMENTS & SKILLS

- BS/BA in Business, Psychology or a related field
- Professional certification (e.g. CPLP) preferred
- 10+ years of experience developing and leading a Learning & Development focused roles, preferably in a large, multi-site, growth oriented work environment
- Experience in a leadership role with a demonstrated track record in project management and implementing innovative approaches to talent development and performance management challenges

- Track record of developing and leading successful training efforts and deploying solutions to enhance the knowledge, skills and capabilities of employees across an organization
- Excellent interpersonal, coaching and mentoring skills
- Experience in group facilitation and team coaching with a track record of improving overall performance
- Strong, thoughtful, agile problem-solving skills
- Proficient with the Microsoft suite and also with learning management systems plus familiarity with eLearning development software
- Adaptable to work with shifting priorities with ability to work under tight deadlines and plan, organize and carry out multiple, detailed tasks
- Ability to analyze and interpret data and leverage those insights into critical decisions
- Excellent verbal and written communication skills, negotiation skills and sharp business acumen
- Ability to build rapport with employees and vendors
- Ability to collaborate, influence and build relationships with all levels within the organization.