

Aspire, Inc.

Talent Development Coordinator

General Description of the Position:

This position serves the purpose of planning, implementing and maintaining a program of professional development for the staff of Aspire, Inc. that aligns with the values and guiding principles of the organization. The Coordinator creates value by enhancing employee performance, shaping internal and external perceptions of the company, and identifying innovative management practices. They will challenge staff and the organization to better uphold their values and continually make company culture improvements by working closely with HR, Department administrators, and employees to create and implement effective talent development strategies. The goal is to ensure that our employees are equipped with the necessary skills and knowledge to excel in their roles and contribute to the overall success of the organization.

Position accountable to: Director of Human Resources

Position supervises: none

FLSA: Non-Exempt

Essential Functions:

Organized and efficient in completing job responsibilities, assertive, and confident. Adaptable to change, self-starter and positive. Strong assessment skills desired. Ability to see a broad perspective and participate as a team player.

Essential Responsibilities:

Talent Assessment: Conduct regular assessments of teams and individual employees to identify the skills and strengths of team members. Consider opportunities to engage those team members in mentorship or classroom training.

Training Needs Analysis: Collaborate with department administrators and HR to assess the training needs of different teams and individuals based on performance evaluations, skill gaps, leadership development, and organizational objectives. Conduct an annual DSP and front-line supervisor training needs survey to obtain feedback about knowledge or skills gaps to incorporate into a training plan.

Training Program Development: Design, develop, and implement a comprehensive training program and annual training calendar that addresses the identified needs of employees at all levels of the organization. This includes both technical and soft skills training.

- Coordinate new employee on-boarding, orientation, and jobs-specific training to be delivered in a manner best suited for new learners, engagement, skills development, and content retention.
- Oversees, evaluates, and coordinates the Mentor Program with a goal to provide a peer welcome, connections throughout the course of a new employees first year of employment, and improved retention and job satisfaction of new team members.
- Identifies, sources, develops, and/or maintain staff training materials, digital content, and resources in a centralized location and disseminates as appropriate.
- Work closely with the Behavior Supports Specialist to promote trauma informed care, sensory processing awareness, crisis intervention, etc.
- Understands federal contract training requirements, and develops materials to meet requirements.

Learning Initiatives: Coordinates various learning initiatives such as workshops, seminars, webinars, and online courses to facilitate continuous learning and development.

- Assess staff training materials, curriculums, methods of delivery, and outcomes. Adapt/ revise materials and delivery as necessary.
- Responsible to implement online learning management systems such as Mineral, Open Futures Learning, Paycom, etc.
- Develop, coordinate and/or effectively deliver annual staff refresher courses to include required regulatory and safety-related trainings, service delivery trainings, and leadership development.
- Aware of the agency's strategic initiatives. Participates in changes (including training) to ensure alignment with core values.
- Provide training, mentoring, feedback, and coaching to all Aspire employees individually or in groups as needed.

Performance Management: Assist supervisory staff to identify training materials to address knowledge gaps, improve skill competencies, improve quality of service delivery, pursue professional goals, enhance leadership potential, etc.

- Oversee of the agency's tracking system for training. Identify employees who have not met certification or other training requirements and develop a plan to ensure compliance.
- Assist with cross-platform integrations with Paycom, etc.

Career Development/Success Planning: Promotes education for employees about career ladders within the organization.

- Create and implement a DSP credentialing program to enhance understanding and utilization of DSP competencies/best practices.
- Provide resources and training paths that can aide an employee seeking leadership positions
- Collaborate with HR and department administrators to identify high-potential employees and develop succession plans to ensure a pipeline of talent for key roles within the organization.

Employee Engagement: Support employee engagement, satisfaction, wellness, and other initiatives by organizing events, activities, and programs that promote a culture of learning and development.

- Promote staff resiliency through education and resources (health/wellness, self-care, safety, etc.).
- Promote employee recognition of professional goal achievements, organizational contributions, and service delivery excellence through formal awards, monthly and informal recognitions, etc.
- Serve as a role model and actively promote positive morale and company culture (Think 3D initiatives, etc.).

Data Analysis and Reporting: Collect and analyze data related to talent development initiatives, training effectiveness, and employee performance to inform decision-making stakeholders.

- Gathers feedback and provides recommendations for possible improvements or changes across the agency.

Stakeholder Communication: Effectively communicate talent development initiatives, training opportunities, and progress updates to employees, supervisors, and other stakeholders.

- Maintain good public relations with internal and external customers, employees, people supported, and stakeholders.

Self-Improvement and Growth:

- Travel periodically to complete training. Continually upgrade knowledge and skill in best practices.

Other duties: Participate on committees and completes other duties as assigned.

Qualifications:

- Preferred college degree from a 4-year accredited university and 2 years of experience in Human Resources, Organization Development, Business Administration or related field; or 5 years of experience working as a Training Development Coordinator.
- Prefer two years' experience working with individuals with intellectual and developmental disabilities.
- Proven experience in talent development, training, or organizational development roles.
- Strong understanding of adult learning principles and instructional design methodologies.
- Proficiency in, but not limited to Microsoft, basic video editing, and ability to learn new software programs.
- Analytical mindset with the ability to interpret data and generate insights to drive decision-making.
- Staff management and leadership development.
- Abilities in leadership, organization, planning, problem solving, conflict resolution, and an awareness of resources available within the agency and community.
- Excellent communication (verbal and written), interpersonal, and presentation skills.
- Ability to work effectively with diverse teams and stakeholders at all levels of the organization.
- Enthusiasm and vision for continuing to grow and adapt to meet the ever-changing needs of the organization, while introducing new innovative programs and curriculums.
- Must be knowledgeable and implement policies, procedures, rules and standards as established by Aspire, ARSD, HCBS, Choices Waiver, CQL, DDD, GSA, OSHA, EEOC, etc.
- Ability to perform (and teach as necessary) CPR and de-escalation and physical interventions.
- Physical ability to: stand/ walk (for extended periods of time), knee, squat, twist, crouch, and bend (moderate amount), lift and/or carry up to 50 pounds (may exceed 50 pounds during medical and safety emergency situation) with or without varying amounts of assistance on a reoccurring basis; push, pull, or transfer, climb and balance periodically as needed.

Additional Qualifications/Considerations: Strong relationship skills; time management and the ability to balance demands and prioritize the work load; ability to work productively without direct supervision, demonstrates problem-solving skills; ability to disseminate specific information over a variety of work settings and times; ability to assess learning styles; and design and model hands-on training support to ensure staff success.

Every effort has been made to make your job description as complete as possible; however in no way is it stated that these are the only duties you are required to perform. Any one position may not include all of the listed items nor do the listed items include all functions which may be found in positions of this class. Aspire, Inc. reserves the right to make changes to job descriptions, job responsibilities and functions, employment practices, supervisory lines of authority, employment titles, etc. as it deems necessary.

Aspire, Inc. is equal opportunity employer and will consider all qualified applicants for employment without regard to race, color, religion, gender, gender identity, sexual orientation, national origin, disability status, protected veteran status, or any other characteristic protected by law.

By signing this, you agree that you are able to perform all of the required job duties and essential functions of this position with or without accommodations. If accommodations are needed for any of the above essential functions, please contact the Director of Human Resources.

Employee Signature

Date Reviewed

Created: May 23, 2024