

Position: DIRECTOR OF TRAINING AND IMPROVEMENT
Hiring Organization: United Way of Salt Lake (UWSL)
Department: Strategy and Learning
Reports to: Vice President of Strategy and Learning
Date Prepared: 1 June, 2016

THE ORGANIZATION

United Way of Salt Lake (UWSL) has made a promise to our community—to change the odds so all children and their families have the same chance to succeed in school and life. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, friendly, and adaptive. At UWSL we believe in celebrating success, learning from failure, and ambitious goals. Our wages are competitive; the benefits package is comprehensive; perks like flexible schedules and staff parties make our culture unique.

POSITION OVERVIEW

The Director of Training and Improvement will implement our learning strategy, assess its outcomes, and develop relationships with multiple local and national partners who contribute as training co-designers, faculty and coaches, and investors.

KEY RESPONSIBILITIES

1. Work with internal and external partners to facilitate trainings, and provide coaching around results-based facilitation, results accountability, continuous improvement, and adaptive leadership.
2. Oversee all stages of training design and development. Use existing materials and subject expert input to refine new training and coaching curriculum materials.
3. Plan and co-facilitate meetings; orient new partners to the work, and proactively work to engage partners.
4. Design and populate data collection tools (e.g. surveys, observations, and conversations).
5. Analyze data against short, medium, and long term training goals.
6. Lead team to adapt strategy, recruitment, messaging, and training materials based on data.
7. Prepare, and work with supervisor and senior staff, to disseminate communications to UWSL staff, board members, partners, and other stakeholders.
8. Ensure that presenting sponsors, co-hosts, and other partners are appropriately recognized, engaged, and appreciated.
9. Create and update participant materials. Create facilitators' and participants' agendas for all trainings events.
10. Maintain understanding of training trends, developments and best practices and use this knowledge to improve our training outcomes.
11. Other duties as assigned.

POSITION REQUIREMENTS

- **Relationship-Building.** Ability to foster trust and open communication with diverse stakeholders, recognize and address conflict and concerns
- **Results Based Facilitation.** The ability to help people hold conversations that lead to aligned actions, shared goals, and the co-creation action plans
- **Communication.** Ability to discuss complex processes in understandable terms. Excellent written and oral communication skills.
- **Instructional Design.** Excellent knowledge of learning theories and instructional design models. Ability to plan curriculum that engages, develops practical skills, and focuses on population-level outcomes. Ability to write effective instructions. Basic document design skills.

- **Strategy.** Proven ability to recognize and act on strategic opportunities by identifying what is needed to achieve goals
- **Continuous Improvement.** Confidence and humility to ask questions, admit and address challenges
- **Detail-Orientation.** Proven experience in consistently striving for high-quality, high-impact work, and the ability to motivate others to do the same. Ability to plan and manage time effectively
- **Learning Mindset.** A passion for learning and demonstrated interest in developing fundamental skills in core frameworks

MINIMUM QUALIFICATIONS

- Bachelor's degree in education, communication, human resources, or relevant field
- Experience designing and executing successful training programs
- Familiarity with effective training methods (mentoring, coaching, experiential learning, e-learning)
- Experience with Google Drive, online survey creation tools, Adobe Professional, and Microsoft Suite
- Ability to work with minimal oversight
- Ability and means to travel

PHYSICAL REQUIREMENTS

The employee is regularly required to communicate clearly in oral and written formats in person, over the phone, and via other devices. The employee must be able to transcribe, read extensively, prepare and analyze data and figures, operate a computer, and other standard office machinery. The employee is regularly required to travel to locations outside UWSL's facilities to set-up displays and presentations in both physical and electronic forms. The employee must have the ability to lift, carry, push and/or pull objects weighing up to 50 lbs.

SALARY INFORMATION & FLSA STATUS

This is an exempt position; salary commensurate with qualifications.

TO APPLY

Send completed applications to jobs@uw.org. Complete applications include a cover letter, resume, and employment application. Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers.html>

NOTE: The statements in this position description are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of the person employed. Also, the statements do not establish a contract for employment and are subject to change at the discretion of the employer.