Learning and Development Specialist - (2300084M)

Executive Office of Housing and Livable Communities (EOHLC) is seeking a Learning & Development Specialist in the Division of Housing Stabilization!

AGENCY MISSION:
The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

OVERVIEW OF ROLE:
The Learning & Development Specialist for the Division of Housing Stabilization (DHS) is responsible for the design, development and maintenance of training curricula, training delivery and facilitation, eLearning development and maintenance, and administrative duties. This position reports to the DHS Training Manager and collaborates with other DHS managers to deliver quality training programs to DHS employees, emergency shelter providers, and other staff.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):
In collaboration with the DHS Training Manager:

1) Planning:
- Administer training needs assessments, conduct focus groups and interviews, and analyze findings to identify employee skill gaps and the immediate and future training needs of all DHS units.
- Consult with DHS management to assist in the selection of course content, appropriate training methods and resources, and training materials, i.e., case studies, Instructor-led training (ILT), video-based training, on-the-job training, eLearning, self-paced training, coaching, etc.
- Manage the training content review process to ensure EOHLC and DHS policies and procedures are interpreted accurately and incorporated into all applicable courses and training materials.
- Diagnose training problems and recommend the most appropriate training solutions, including external training vendors and courses.

2) Training Development:
- Design, develop, and implement effective DHS training programs.
- Collaborate with subject matter experts to interpret complex state and federal policies and procedures and unique workflows by role to develop accurate and relevant training content.
- Define training goals and course objectives.
- Define course evaluation criteria and identify and utilize tools to measure the effectiveness of training.
- Design and develop ILT, e-learning, and blended learning solutions and materials.
- Utilize training aids and virtual presentation tools to create interactive activities that enhance classroom learning, i.e., job aids and graphics, Mentimeter, Jamboard, etc.

3) Administrative:
- Manage training course registration, attendance, and follow-up.
- Prepare and disseminate training reports and certificates of completion.
- Maintain DHS Training Unit SharePoint site, training calendar, and website.
- Reserve training facilities and equipment as needed.
- Maintain training content and associated materials.
- Manage the Training Unit’s Learning Management System (LMS).
- Schedule, host, facilitate and/or serve as technical support for virtual webinars and training sessions using Microsoft Teams, GoToWebinar, or Zoom.
- Gather feedback from customers via focus groups and/or training evaluations and surveys to assess training effectiveness and incorporate the feedback received to enhance current and future course offerings.

4) Training and Workshop Delivery:

- Provide specialized department support through training, webcasts, small workshops/drop-in sessions, and conference call consultations.
- Identify and secure "on-screen talent" in the production of training videos or distance learning broadcasts.
- Serve as facilitator for training sessions to ensure adherence to Division standards and that the session objectives are met.
- Conduct new hire orientation and/or classroom training for existing DHS staff as scheduled.

5) State-wide travel is a requirement for this role.

PREFERRED QUALIFICATIONS:

1. Excellent oral and written communication skills.
2. Strong interpersonal skills.
3. Technically savvy with the ability to learn new programs and systems quickly.
4. Great attention to detail.
5. Experience developing and conducting in-person and virtual training sessions.
6. Ability to write measurable learning objectives.
8. Experience with training methods and techniques such as lecture, case study, role playing and programmed instruction.
9. Strong presentation skills, in-person and virtually, and the ability to prepare flip charts, software presentations, and other visual aids.
10. Experience assessing individual and group training needs.
11. Knowledge of professional and organizational development.
12. Knowledge of DHS programs, policies, and systems.
14. Experience in instructional design.

COMMENTS:
Please upload resume and cover letter.

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division’s Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.
Education, licensure and certifications will be verified in accordance with the Human Resources Division’s Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth’s website.

**QUALIFICATIONS**

First consideration will be given to those applicants that apply within the first 14 days.

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:
I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required (A) experience.*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three years of the required (A) experience.*

III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required (A) experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitutions will be permitted for the required (B) experience.

**Comprehensive Benefits**

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.


**An Equal Opportunity / Affirmative Action Employer.** Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

**Official Title:** Program Coordinator III  
**Primary Location:** United States-Massachusetts-Boston-100 Cambridge Street  
**Job:** Administrative Services  
**Agency:** Executive Office of Housing and Livable Communities  
**Schedule:** Full-time  
**Shift:** Day  
**Job Posting:** Jul 13, 2023, 2:57:22 PM  
**Number of Openings:** 1
Salary: $68,016.52 - $98,517.12 Yearly
Bargaining Unit: 06-NAGE - Professional Admin.
Confidential: No
Hybrid Work Eligible: Yes

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica Molina - 8572480160

HOW TO APPLY:
Apply online at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=2300084M