INSTRUCTIONAL DESIGNER III

Position Status:	Exempt
Reports To:	Learning and Development Manager
Effective Date:	05/19/15
Revised Date:	12/16/24
Job Level:	P3

POSITION SUMMARY

Under direction, this position:
1. Leads the development and implementation of internal and external learning and development strategic initiatives and projects in support of the Learning and Development Manager
2. Provides organization-wide support and expertise by facilitating the development, implementation, and maintenance of a cohesive training curriculum in alignment with strategic organizational priorities and contractual requirements
3. Provides subject matter expertise and assists with providing orientation, mentoring, and training to other Learning and Development staff
4. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Instructional Designer III is the advanced working level in the series and is distinguished from the lower, full working level Instructional Designer II by the former's responsibility for participating in the development and implementation of strategic initiatives and projects, performance of the most complex learning development activities, and providing subject matter expertise to other Learning and Development staff.

RESPONSIBILITIES

1. Leads the development and implementation of internal and external learning and development strategic initiatives and projects in support of the Learning and Development Manager, with duties including but not limited to:
   - Supporting the Learning and Development Manager with organizational learning development growth by leading learning initiatives, ensuring alignment with strategic goals, and driving continuous improvement through effective instructional design and facilitation
   - Researching, proposing, documenting, and updating organization-wide learning and development standards and initiatives
   - Coordinating, leading, supporting, and designing cohesive curriculum while ensuring alignment with organizational priorities
   - Designing and leading a variety of training initiatives, such as professional communities of practice, continuing education programs, and leadership development pathways
   - Ensuring consistency of internal and external supplementary educational materials, including newsletter articles, blogs, and forums
   - Advising Alliance staff on relevant curriculum opportunities for professional development
   - Assisting with the development, implementation, and maintenance of policies, procedures, work instructions, workflows, and other program documents
   - Participating in process improvement activities

- Overseeing and coordinating a variety of projects, programs, groups, and training sessions

2. Provides organization-wide support by facilitating the development, implementation, and maintenance of a cohesive training curriculum in alignment with strategic organizational priorities and contractual requirements, with duties including but not limited to:
   - Providing consultation related to learning and development to Alliance staff and department leadership
   - Analyzing training needs and recommending learning solutions that align with organizational priorities and contractual obligations to address current and future training requirements
   - Monitoring contractual, legal, and regulatory requirements related to learning and development
   - Assessing and assisting in the design, development, and implementation of new programs, changes to existing programs, and other needed improvements
   - Participating in the design, development, testing and implementation of Learning and Development strategic projects
   - Partnering with stakeholders to identify their organizational needs and transforming those needs into meaningful curriculum and pathways that support learning and alignment with departmental goals
   - Collaborating with staff in training roles across the organization to promote alignment of training approaches, materials, and staff education programs
   - Researching professional and community best standards to build more engaging trainings with better learning experiences and outcomes

3. Provides subject matter expertise and assists with providing orientation, mentoring, and training to other Learning and Development staff, with duties including but not limited to:
   - Providing orientation, training, mentoring, and technical direction to Learning and Development staff
   - Coaching and mentoring project team members, providing guidance related to making sound judgment calls, and ensuring accountability for assigned work
   - Identifying Learning and Development staff development opportunities on topics such as training strategy best practices, instructional design, and curriculum development, and coordinating related training as approved by the Learning and Development Manager
   - Designing and developing orientation and training materials
   - Providing guidance and feedback to Learning and Development staff on instructional design strategies and best practices
   - Staying informed of developments in the learning and development field
   - Assisting the Learning and Development Manager with special projects, as assigned

4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Instructional Design, Education, Human Resources, or a related field and a minimum of five years of experience planning, designing, developing, and delivering in-person and on-line training courses (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of learning and development best practices
- Thorough knowledge of instructional design best practice models, adult learning theories, and behavioral-based learning objectives
- Working knowledge of the methods of developing technical training programs and end-user documentation
- Working knowledge of video editing software/tools, such as Adobe Audition and Premiere Pro
- Working knowledge of the application of eLearning storyboards, graphics and video to develop training content
- Working knowledge of the principles and practices of research, analysis, and reporting
- Working knowledge of the principles and practices of customer service
- Working knowledge of software and languages used in document authoring and web publishing, including Microsoft Project, HTML, CSS, and JavaScript
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, PowerPoint, and Excel
- Some knowledge of the principles and practices of project management
- Ability to quickly gain a general understanding of all Alliance operations
- Ability to give clear and accurate direction, both written and verbally, to ensure understanding by others
- Ability to maintain an understanding of all software products features and functionality used by the organization and their interaction with interfaced applications
- Ability to encourage an environment that fosters learning and engagement, including understanding and applying instructional design techniques to keep eLearning training engaging and motivating
- Ability to manage group dynamics, including managing groups during video conferencing and/or webinars
- Ability to analyze complex systems and information and translate these into comprehensible in-person and/or eLearning training formats
- Ability to demonstrate highly effective presentation and facilitation skills
- Ability to demonstrate listening and questioning skills in order to obtain clarification and provide feedback
- Ability to identify issues, conduct research, gather and analyze information and data, reach logical and sound conclusions, utilize various reporting methods, offer recommendations and potential consequences
- Ability to work collaboratively with subject matter experts in the development of training content and determine the most effective way to deliver training based upon the topic and needs of the intended audience
- Ability to act as a technical resource, provide guidance related to area of assignment, and explain related regulations, processes, and programs
- Ability to assist with the orientation, training, and mentoring of other staff, as assigned
- Ability to lead project work teams and coach and mentor project team members
- Ability to interpret, explain and apply applicable policies, laws, regulations and contractual language
- Ability to identify and resolve complex issues in a timely manner, make sound decisions within established guidelines, and recognize matters requiring escalation to the Learning and Development Manager

- Ability to organize work, manage multiple tasks, establish priorities, adjust to changing priorities, and meet deadlines
- Ability to assist with the development, implementation, and maintenance of workflows, work instructions, policies and procedures, and other program documents
- Ability to prepare oral and written reports and other written materials
- Ability to create forms, correspondence, and other program documents
- Ability to provide leadership, facilitate meetings, and partner with and guide managers and employees in the resolution of issues
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to demonstrate flexibility, anticipate needs, exercise resourcefulness in developing solutions, identify improvements to existing practices, and effectively adapt to change
- Ability to foster effective working relationships, work collaboratively with individuals at all levels of the organization, and coordinate multiple stakeholder needs across departments
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Certification in instructional design or performance consulting
- Experience performing instructional design functions in a health care setting
- Working knowledge of the California Medi-Cal program and entitlement programs
- Working knowledge of the application of micro learning and gamification to employee training
- Working knowledge of Articulate 360 (Rise and Storyline)
- Some knowledge of Adobe InDesign, Adobe Illustrator, and Adobe Photoshop

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.