

## LEARNING AND DEVELOPMENT MANAGER

The Health Plan of San Mateo (HPSM), a managed care health plan, seeks a full time Learning and Development Manager. The Learning & Development Manager is a working manager who is responsible for the effective development, design, and coordination of training and development initiatives and programs across the organization. Ongoing evaluation of existing training needs and program offerings will be a critical responsibility of this position.

The essential duties and responsibilities will include the following:

- Identify and assess future and current training needs through job analysis, career paths, annual performance appraisals and consultation with managers.
- Conduct regular and recurring needs analysis and create a framework that will address continuing and critical needs.
- Plan, organize and direct learning programs for management and staff level employees in order to increase individual and organizational performance.
- Manage and coordinate cross-functional training programs and performance improvement projects, including overseeing the work of external contract resources.
- Work with Subject Matter Experts (SMEs) to design, develop and maintain training material for in-house specialized training classes.
- Work collaboratively with department directors to ensure technical training needs are met.
- Monitor measure and report on staff training, development plans and achievements.
- Lead the Training Committee in its efforts to establish training priorities that are in alignment with the organizations mission and strategic framework.
- Actively participate on the CLAS Committee to meet needs for organization-wide training in Culture and Linguistics.
- Ensure the organization meets regulatory and contractual requirements for training and development.
- Design, develop and deliver organizational training utilizing sound learning theories and current methodologies.
- Manage and mentor a team of Training Specialists by providing opportunities for continued professional growth in the areas of training design and facilitation skills.
- Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and implementing corrective action steps when necessary; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards. Complete performance evaluations in a timely manner.
- In the absence of the CHRO, provide assistance and direction to the Human Resources Team.
- Other duties as assigned.

### Requirements

**Education and Experience:** Bachelor's degree in Organizational Development, Human Resources Management or related field. Master's degree preferred. 7 - 10 years' experience in the design and development of training programs including at least three (3) years in a management or supervisory capacity. Previous experience in a Human Resources role is highly preferred. Certification preferred such as APTD, CPLP, PHR, SPHR, etc.).

**Knowledge of:** Traditional and modern training methodologies focusing on adult learning. Instructional design models including those best used for Classroom and eLearning. Human Resources principles and practices. State and Federal employment laws. Budget Management. Supervisory principles and practices as well as techniques and methods to organize and manage direct reports. Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, PowerPoint and Visio.

**Ability to:** Analyze complex information and translate into a comprehensible training format. Effectively deliver presentations and facilitate groups. Assume responsibility and exercise good judgment in making decisions. Work cooperatively with others. Communicate effectively, both verbally and in writing. Adapt to changes in requirements/priorities for daily and specialized tasks. Maintain confidentiality.

### Compensation and Benefits

**Starting Compensation Range:** - Depending on Experience

**Benefits Information:** Excellent benefits package offered, including HPSM paid premiums for employee's Medical, Dental and Vision coverage. Employee pays a small portion of the dependent premiums (5%) for medical and dental benefits. Additional HPSM benefits include fully paid life, AD&D, and LTD insurance; retirement plan (HPSM contributes equivalent of 10% of annual compensation); holiday and vacation pay; tuition reimbursement plan; onsite fitness center and more.

### How to Apply

**Application Process:** To apply, submit a resume and cover letter with salary expectations to: Health Plan of San Mateo, Human Resources Department, 801 Gateway Blvd., Suite 100, South San Francisco, CA 94080 or via email: [careers@hpsm.org](mailto:careers@hpsm.org) or via fax: (650) 616-8039. **File by: Continuous until filled.** The Health Plan of San Mateo is proud to be an Equal Opportunity Employer and encourages minority candidates of all backgrounds to apply.

**Submissions without a Cover Letter and Salary Expectations may not be considered.**