

Director of Learning and Improvement

Position Summary

The essential functions of this position include directing and expanding Insight's portfolio of Learning and Improvement projects. These projects provide direct support to social service program administrators and practitioners. Insight teams work collaboratively with public and nonprofit service programs to design, test, and implement strategies that continuously improve program quality, efficiency and effectiveness. As Director of Learning and Improvement, the successful candidate will have primary responsibility for ensuring successful execution of Learning and Improvement projects across all substantive areas, including nutrition assistance, income support, employment and training, education, health, and other programs serving traditionally disadvantaged populations. The successful candidate also will lead individual Learning and Improvement projects in their substantive area of expertise.

Candidates must have at least 12 years of experience providing improvement assistance to public and/or nonprofit social service programs. Candidates must demonstrate knowledge and experience – and where relevant have earned appropriate certifications – with one or more continuous improvement/process reengineering framework, including Lean Six Sigma, human centered design, Institute for Healthcare Improvement (IHI) Breakthrough Series, and/or Plan-Do-Study-Act (PDSA) cycles. Candidates must have demonstrated experience helping social programs incorporate data and technology into program operations. Candidates must possess exceptional writing and communication skills, and must work collaboratively in a close-knit team environment. Experience as a former administrator of a public or nonprofit program is a plus.

Responsibilities

- ▶ Develop and execute Insight's strategy for Learning and Improvement work
- ▶ Direct teams delivering Learning and Improvement assistance to public and nonprofit programs
- ▶ Build and manage relationships with Learning and Improvement clients
- ▶ Oversee all business development and proposal development activity for Learning and Improvement projects
- ▶ Recruit and train staff for Learning and Improvement projects
- ▶ Mentor staff at all levels to ensure consistent and effective delivery of Learning and Improvement services
- ▶ Monitor the impact of Insight Learning and Improvement projects over time
- ▶ Keep abreast of advancements and best practices in learning and improvement approaches

Education

- ▶ Master's degree in business or a relevant social science field (public administration, public policy, economics, health services, public health, or similar), or a Bachelor's degree with at least 5 years' experience as a senior administrator of a public or nonprofit program

Qualifications

- ▶ 12 or more years' experience providing process improvement consulting/technical assistance to administrators of public and/or nonprofit social service programs
- ▶ Expertise in programmatic operations for at least one substantive social policy area, including nutrition assistance, income support, employment and training, education, healthcare delivery, child welfare, or other programs serving traditionally disadvantaged populations
- ▶ Demonstrated knowledge of adult learning principles
- ▶ Demonstrated experience mentoring staff to ensure successful project execution and to ensure professional growth of junior staff
- ▶ Demonstrated ability to oversee relevant business development activities successfully
- ▶ Exceptional written and verbal communication skills, including demonstrated experience in public speaking
- ▶ Experience managing a large portfolio of contracts
- ▶ Experience supervising teams of staff
- ▶ A strong track record of working collaboratively within and across organizations

Contact

EEO: All candidates will be considered without regard to race, color, religion, sexual orientation, national origin, age, disability, or genetic information.

Contact: Send resume/curriculum vitae and a writing sample via email, fax, or postal mail to—

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