

Bring your drive for excellence, teamwork, and customer commitment to Independence. Join us as we renew and reimagine the future of health care. Together we will achieve our mission to enhance the health and well-being of the people and communities we serve.

At Independence, everyone can feel valued, supported, and comfortable being themselves. Our commitment to equity means that all associates have a fair opportunity to achieve their full potential. We put these principles into action every day by acting with integrity and respect. We stand together to speak out against injustice and to break down barriers to support a more inclusive and equitable workplace. Celebrating and embracing the diverse thoughts and perspectives that make up our workforce means our company is more vibrant, innovative, and better able to support the people and communities we serve.

The primary focus of the Learning Implementation Specialist role is to facilitate classroom and virtual learning for the targeted audiences within or across functional areas of Independence. This role collaborates closely with other learning specialists, subject matter experts, and business area leaders to provide learning that enhances job performance and increases productivity.

Learning Delivery

- Prepare/modify the delivery setting to ensure the environment is conducive to learning.
- Facilitate classroom and virtual learning aligned with learning materials and following the facilitator's guide.
- Apply training/instructional methods and procedures appropriate to the audience and topic.
- Engage learners and encourage active participation in learning.
- Lead demonstrations of systems and processes.
- Lead group activities and manage group discussions.
- Apply effective questioning techniques.
- Perform frequent checks for learner understanding.
- Modify instructional strategies as needed during delivery to achieve learning goals.
- Provide post-session follow-up and learner desk-side support as needed to enable learning transfer.

Learning Event Administration

- Execute two or more learning delivery projects simultaneously using predefined standards and tools for instructor-led learning
- Manage logistics and scheduling for virtual and traditional classroom learning.
- Oversee learning program announcements, preparation, and launch.
- Monitor enrollments, maintain waitlists, and record completions/no-shows/scores through the LMS.

Instructional Design and Development

- Ensure quality, accuracy, and relevance of learning solutions by participating on cross-functional design teams and working closely with Learning Development Specialists as a subject matter expert in business systems, business processes, and learning delivery
- Apply instructional design skills to complete post-post-program updates and minor maintenance on learning materials.

Project Management

- Manage small- to medium-scale projects.
- Define, document, and manage project scope
- Develop and document project schedules
- Facilitate project meetings to track deliverables, report progress, and mitigate risks.
- Monitor and communicate the status of work in progress, and alert stakeholders to potential risks and conflicts.
- Achieve project milestones/end results

Evaluation

- Implement Level 1 (reaction), Level 2 (learning), and Level 3 (behavior) evaluations
- Evaluate participant progress and feedback against performance standards.
- Assess and report data to the Learning Manager and determine the impact on learner skills and performance.

Knowledge and Skill Requirements

- Broad general knowledge and understanding of learning theories and sound business learning and development practices.
- Excellent communication skills, including instructional, facilitation, demonstration, and presentation skills
- Demonstrated ability to convey complex ideas and information in a simple, direct, easily understood manner.
- Strong systems/technology acumen.
- Demonstrated ability to learn new systems, applications, processes, and role-based behaviors with limited direction/training.
- Extensive knowledge of Independence business systems, processes, policies, procedures, and products.
- Ability to motivate, develop, and direct others in a simulated work environment, while monitoring and assessing performance
- Demonstrated skills in problem-solving, conflict resolution, and dealing with difficult people
- Demonstrated ability to simultaneously manage multiple assignments, activities, or projects.

- Strong organizational skills.
- Ability to engage and build productive relationships with team members, subject matter experts, and business partners.
- Intermediate to advanced proficiency with classroom and virtual presentation technologies (smart board, Skype for Business).
- Proficient in Microsoft Word, Excel, and PowerPoint.

Experience and Education Guidelines

- Bachelor's degree or equivalent experience in adult learning, performance technology, instructional design/technology, business, or related discipline
- Four to six years of demonstrated training and development experience including classroom training.