

JOB ANNOUNCEMENT: Assistant Director for Training and Development

About the position: If you're interested in spearheading the training department of a national healthcare organization committed to social justice, this is the job for you! Our organization has developed a successful Community Health Worker (CHW) model, and there is growing demand from organizations across the country to replicate the model in their local communities. We're looking to hire an energetic, creative, organized individual to lead these efforts. In this role, you will design and lead trainings to prepare organizations to successfully adapt and adopt the IMPaCT model; consult to partner organizations to help them troubleshoot problems; design and develop tools and products to scale our work; and hire, train and supervise other trainers to support the growth of the department. This is a key role in a fast-growing organization.

About the organization: Penn Center for Community Health Workers is a national center of excellence for Community Health Worker (CHW) research, application and dissemination. We developed IMPaCT, a CHW model which hires people from within local communities to provide social support, advocacy and navigation to high-risk individuals. The program has served more than 6,000 people in Philadelphia and is scientifically proven to improve patients' post-hospital primary care access, chronic disease control, and mental health while reducing hospital admissions by 30%. More than 1,000 organizations have accessed our CHW toolkit (<http://chw.upenn.edu/tools>) and we provide technical assistance to help organizations around the country create, launch and sustain effective CHW programs. We are part of the University of Pennsylvania Health System, which provides competitive salaries and exceptional benefits, including contribution to your retirement plan, a professional development stipend and an annual tuition benefit.

Key Duties and Responsibilities:

The Assistant Director for Training and Development directs our training activities and is a key member of our dissemination team, helping lead the technical assistance and consulting components of our work across the country with other healthcare and community organizations. (S)he will:

- Train new CHWs and Managers in Philadelphia and at partner organizations across the country to effectively implement the IMPaCT model
- Provide consulting to help partner organizations troubleshoot challenges and improve performance
- Hire, train and supervise other trainers to effectively and engagingly deliver our content
- Design and build products, including multimedia content for our online library of CHW best practices
- Organize conferences and other convenings to promote shared learning and networking of IMPaCT partners
- Design creative, interactive trainings that meet our needs as we continue to innovate. This could include adapting the model to new groups (ex: pregnant women, formerly incarcerated individuals) or training healthcare administrators about the social determinants of health
- Assist in sales and marketing efforts

Skill and Experience Required:

- Bachelor's degree required; Master's degree a plus, with an MSW or MPH preferred
- At least three years of experience designing/facilitating trainings, managing projects and, supervising others
- Experience with clinical social work and/or case management, including understanding of behavioral health, healthcare and social service systems
- Excellent interpersonal and communications skills to build and sustain a wide range of relationships across multiple levels of leadership
- Highly organized; able to juggle multiple projects and meet deadlines with exceptional attention to detail
- Passion for improving the lives of low-income individuals



- Ability to thrive in a complex and dynamic organization, where flexibility, risk-taking and entrepreneurial thinking are critical
- Availability to travel on a regular basis (25-50% of time) to work on-site at partner locations

To Apply:

Send a cover letter and resume to Chanel Ortiz at chanel.ortiz@uphs.upenn.edu with the subject line “Assistant Director.”

Please label attachments as follows:
“LastnameFirstname_ADcoverletter”
“LastnameFirstname_ADresume”