

## Job Description

Job Title	Director, Communications & Professional Development
SOC	11-2032
Department	Business Operations
Reports To	CEO
Supervisory Duties	Yes
Classification	Exempt
Travel Required	20%
Revision Date	July 2020

### Summary of Position

The Director, Communications and Professional Development is responsible for providing leadership in the areas of training and outreach to internal and external stakeholders. This position develops relationships, processes, curricula, and marketing tools that help to support IPMG's mission and vision statements, while upholding IPMG's Core Values and Mission.

### Essential Functions & Responsibilities

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

- Manage and direct all public relations and marketing efforts
  - Help to ensure adherence to IPMG's mission and vision by the creation and implementation of effective IPMG strategic plans, annual plans, and marketing plans
  - Provider direct oversight for the Training and Outreach staff
  - Work to create cohesive and long-term relationships among all stakeholders including but not limited to, employees, Individuals served, guardians, service providers, advocacy and support groups, professional organizations and the State of Indiana
  - Manage all web, media, print, and other marketing and communication materials
  - Chair and/or participate in stakeholder and other meetings that support IPMG's mission and vision
  - Support all CARF certification related initiatives
  - Participate in the management of the marketing budget
- Manage and direct all training and development efforts within the department
  - Create and manage updates of the curriculum for new Case Managers that provide them with the information, resources, and experience to be able to pass the case management certification exam by the 90<sup>th</sup> day of employment' curriculum is to include competency-based assessments for all core competency areas
  - Create and implement Informational Webinars for all IPMG staff to enhance their knowledge and abilities beyond the basic case management job tasks
  - Create and implement training opportunities for external stakeholders, to include Individuals served, families, guardians, providers, and the general public, to enhance their understanding of IPMG and the waiver program
  - Track and provide feedback to Senior Leadership regarding the fulfillment of all IPMG employees' annual and other training requirements

- Provide remedial trainings to all IPMG staff as needed
- Direct and oversee the RN Consultant's collaboration with Case Managers regarding the health issues of Individuals served
- Other projects as assigned by the CEO

#### Competencies

- Strong verbal and written communication skills
- Strong interpersonal skills
- Political savvy
- Skilled in breaking down material into achievable tasks

#### Supervisory Responsibilities

This position supervises other employees.

#### Required Education & Experience

- Bachelor's degree in psychology, sociology, social work, counseling, nursing, special education, rehabilitation, gerontology, training and development, or related field
- Previous IPMG senior management experience
- Knowledge of waiver case management processes, standards and regulations
- Knowledge of adult-learning theories and ability to cause others to learn
- Knowledge of web-based systems
- Strong technology skills
- Experience interacting with stakeholders in the human services field

#### Preferred Qualifications & Experience

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#### Additional Eligibility Requirements

- Authorization to access the State of Indiana's operating systems
- Current and valid driver's license
- Current and valid car insurance
- Ability to pass a thorough background screen

#### Work Environment

This position functions in a home office setting, using standard office equipment such as a computer, phone and scanner.

#### Physical Demands

Minimal lifting and reaching is required. This is primarily a sedentary position.

#### Position Type & Expected Hours of Work

This is a full-time position, working Monday-Friday, 8am-5pm or similar hours and additional hours as needed.

#### Travel

Statewide travel is required.

#### EEO Statement

IPMG is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, gender identity, political affiliations, arrest records or any other characteristic protected by federal, state or local laws.

Other Duties
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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

*Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.*

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Employee Signature

Date