

Director of Workforce Development

West Tennessee Family Solutions

Memphis, Tennessee



Background

Founded in 2001 with the first community home opening in 2001, [West Tennessee Family Solutions](#) (WTFS) is a 501©3 not for-profit organization with its administrative offices in Cordova, TN, a suburb of Memphis. The mission of WTFS is “to provide the highest quality of care and opportunities affording individuals with intellectual and developmental disabilities to lead successful and satisfying lives within their communities.” To fulfill the mission WTFS currently operates 34 supported living homes, where individuals with intellectual and developmental disabilities reside with staff being present 24/7 to support them. In addition to providing supportive living to persons served, West Tennessee Family Solutions provides behavioral services, nursing services, employment supports, and community-based activities.

The West Tennessee Family Solutions organization is financially strong and enjoys an excellent reputation for its commitment to offering highly individualized services in modern facilities. The culture within the organization is focused on creating a family like environment for the individuals. The model being utilized typically has two participants in a home, although there are exceptions. WTFS is looking for a Director of Workforce Development.

Position Summary

The Director of Workforce Development role within the West Tennessee Family Solutions organization will be a new, full-time, exempt position with benefits. Because it is a new role within the agency, the person hired will shape the strategies to achieve success in recruitment, training, and retention, with a particular focus on training. The end goal is filling the organization with qualified, enthusiastic Direct Support Professionals who embody the mission and embrace the culture of WTFS. Accordingly, the Director of Workforce Development must be able to form authentic relationships with the diverse “front line staff” who support the individuals in the community homes, and work as part of a close-knit management team. The person hired should be flexible and demonstrate strong problem-solving abilities. The Director of Workforce Development must be able to positively represent the organization in the community. Hours may include evening and/or weekend times.

Specific Responsibilities

Recruitment Responsibilities

1. Develops staff recruitment strategies and methods to attract and retain qualified employees using various means, such as job fairs, online career sites, marketing tools, and networking.
2. Oversees workforce hiring process.

Training Responsibilities

1. Partners with senior management to conduct departmental needs assessments to determine training and development objectives, develops annual training plans, and delivers training and other organizational development programs.
2. Responsible for developing and conducting effective agency classroom training for Direct Support Professionals, and others, which augments the required online State training.
3. Develops a “train and retain” program for selected tenured staff to mentor, model, and adequately train new staff, so new staff feel supported and equipped to do their job as a Direct Support Professional.
4. Creates and fosters a continuous learning, teaching environment among all agency personnel.
5. Able to learn and adapt components of the Teaching Family Model to the WTFS training curriculum and implement practices within each home.

Compliance Responsibilities

1. Maintains knowledge and understanding of regulations, industry trends, current practices, new developments, and applicable laws regarding human resources and quality assurance.
2. Works with other Administrative Program staff to ensure proper coverage with staff that has been properly trained.
3. Utilizes agency software and other tracking methods related to personnel training to ensure full compliance with all required regulations.
4. Able to comprehend and adhere to all required regulations as set forth by the State of TN DIDD, Licensure, Department of Health, Adult Protective Services, TN Bureau of Investigations, Law enforcement (note: this list is not all inclusive).
5. Able to comprehend and adhere to all WTFS policies, procedures, processes, systems, etc.

Quality Assurance Responsibilities

1. Ensures staff are assigned to the appropriate home and support appropriate individuals using a specific selection process with input from stakeholders and based upon the individual’s needs.
2. Promotes positive employee relations and supportive work environments for employees. Establishes an employee recognition/reward system to enhance overall agency morale, comradery and a spirit of appreciation.
3. Facilitates employee engagement surveys. Conducts stay-interviews and employee focus groups to ensure the development and advancement of an empowered, values-driven workplace culture.
4. Actively plans for, addresses, and forecasts future talent and culture needs.
5. Conducts surveys to employees, family members, other external stakeholders to gain feedback on workforce concerns, challenges, turnover, training and retainment efforts.
6. Partners with management to create position-specific training guides, standard operating procedures, operational training materials, and policies.
7. Achieves operational excellence by consistently delivering the WTFS mission, vision, and strategic plans through partnering with management to implement the WTFS culture, customer service, functional work standards, and effective processes.

8. Monitors performance metrics, identifies opportunities for growth and improvement, and completes productivity audits.

Outreach Responsibilities

1. Forms relationships and partnerships with local universities, churches, companies, civic organizations, and other community groups to identify potential applicants and volunteers.
2. Creates ways to promote the agency's image and reputation through its dedicated workforce.

Skills and Qualifications

The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications Needed

1. Bachelor's degree (B.A.) in Human Resources, Psychology, Social Work, Business Administration or closely related area from a four-year college or university; plus, five years related experience and/or training; or equivalent combination of education and experience. Two to three years supervisory experience preferred; as are two to three years experience as a trainer and/or making presentations.

Skills Needed

1. Able to present in a professional manner.
2. Cultivates positive interpersonal relationships with a variety of audiences-- approaches others tactfully; treats others with respect and consideration regardless of their status or position.
3. Reacts well under pressure.
4. Accepts responsibility for own actions.
5. Follows through on commitments.
6. Able to effectively communicate (verbal and written mediums), present information/training materials, agency mission, and job expectations to front line, entry level employees (Direct Support Professionals.)
7. Advanced skills with MS Office, PowerPoint proficiency, Excel, Google Docs.

Attributes Needed

1. Calm and level headed problem solver who gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations and uses reason even when dealing with emotional, stressful situations.
2. Able to be creative in developing/delivering recruitment and retention efforts that captivate and motivate personnel.
3. Person with high level of demonstrated integrity, results oriented; energetic, and an innovative, strategic visionary.

4. Openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; able to build morale and group commitments to goals and objectives; supports others' efforts to succeed.
5. Able to self- direct; accomplish established daily tasks and long-term goals; takes initiative.

Other Requirements Associated with the Position

1. Able to pass required background checks, drug screening, and all required employee trainings.
2. Possess valid driver's license; able to be designated driver on insurance policy.
3. Flexibility with work hours, some evening and weekend work will be required and expected; able to participate in on-call rotation.

Compensation and Benefits

The compensation range is very competitive for the Memphis market and the actual salary for the candidate selected will be based on their background and skills. The expected salary range is \$80-\$90K annually. The West Tennessee Family Solutions agency offers a strong benefits package that includes medical, dental, life and disability insurance, vacation, and paid holidays. A 403(b)-retirement savings plan is also available for employees to make deferrals.

Non-Discrimination

WTFS is an equal opportunity employer. As a responsible business organization, WTFS is committed to the practice of equal employment opportunity in the conduct of all business activities without regard to an individual's age, color, disability, national origin, race, religion, sex or veteran status in every phase of their employment program, including recruitment, hiring, training, promotion, compensation, benefits, social and recreational activities, and termination. This principle of equal employment opportunity is articulated in programs throughout the organization.

Application Process

Submit resume and cover letter to Don Harkins, The Moran Company. [**APPLY NOW**](#)