

IMPLEMENTATION AND TRAINING MANAGER



The Indiana Department of Child Services (DCS) is switching to a new case management system. To ensure the transition goes smoothly, a Project Management Office (PMO) has been established. A PMO is an entity that establishes standards and expectations around project management and monitors project progress to ensure timely completion within budget. There are multiple vendors working on the project. Transform Consulting Group is a subcontractor for the PMO vendor.

One of the roles within the PMO is the Implementation and Training Manager. This individual will be responsible for helping validate the new case management system for quality assurance and engaging key stakeholders to assess the effectiveness of training activities. This will include working in collaboration with project leadership and other related vendors to oversee training activities as well as coach and mentor client staff through any obstacles and answer any questions along the way to ensure all tasks are completed accurately.

Please note, this project will begin working remotely during the pandemic but will transition to DCS' downtown work site once it is safe to do so. Must be able to start work immediately.

Essential Functions

- Support alignment with vendors and DCS in preparing internal and external stakeholders for the I-KIDS training application
- Develop and publish (with state approval) PMO Training and Knowledge Transfer Plans
- Develop and implement training assessment activities to evaluate project implementation
- Validate and provide Quality Assurance (QA) for vendors and DCS in the aspects of stakeholder engagement and outreach within all training resources, activities and tasks
- Validate and mitigate risks associated with the engagement and training of resources, Go-Live phase, the Knowledge Transfer and Organizational Change Management Plans, and Phase Implementation Planning.
- Help validate that organizational change management items captured within each business requirement
- Facilitate any changes to business policies or processes that need to transform
- Work collaboratively with all project vendors and stakeholders to ensure the successful implementation of the project
- Other duties as assigned

Education and Experience

- Master's Degree in Public Administration, Communications, Public Policy, Social Work, or related field.
- 15+ years of experience in child welfare, change management, project management, training and facilitation and system execution

Knowledge, Skills and Ability

- Understands, amplifies and expands the fair treatment, access, opportunity, and advancement for all people
- Experience implementing large-scale system changes for government entities
- Able to effectively communicate and foster strong collaborative relationships working in a highly matrixed environment

Transform Consulting Group works with non-profit organizations, government agencies, and philanthropic partners. We create partnerships that transform organizations, communities and systems.

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- Must be willing to learn quickly and respond to changing environment and possess the ability to adapt and adjust changes as they occur
- Understands differences between Waterfall and Agile approaches to project management
- Experience writing technical manuals, job-aids and other forms of training resources
- Knowledge and understanding of Train-The-Trainer
- Takes the initiative to not only identify a problem but work to solve it
- Strong team orientation and ability to work effectively in collaboration with diverse groups of people
- Must have general knowledge of the Indiana Department of Child Services
- Possess end-to-end project management skills moving concepts through design, development, implementation and continual improvement
- Must have strong communication skills (verbally and in writing)
- Demonstrated computer literacy skills, using MS Office applications, Confluence, MS TEAMS, Google apps and other basic data systems including internet navigation
- Able to multitask, prioritize and manage multiple projects in a fast paced, customer-oriented environment while being detailed and highly organized
- Must be excited about the causes, clients and industries we serve

Salary/Benefits

Salary to commensurate with experience including a competitive benefits package with health, dental, vision, life and 401k plan.

To Apply

Interested applicants should submit cover letter, resume, and salary history to a.lopez@transformconsultinggroup.com. Questions or inquiries may be submitted to this email address as well.

We are an equal opportunity employer committed to creating a diverse and healthy workplace.