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**JOB DESCRIPTION**  
**Director of the Center for Organizational (Org) Learning (DOL)**  
*Revised: October 2023*

Reports to	Chief Executive Officer (CEO)
Salary Range	Negotiable based on experience
Position Type	Full-Time, Salaried Position with Benefits as specified in Personnel Policies and Procedures Manual
Education Requirements	<ul style="list-style-type: none"> <li>• Master’s degree in social work, public health, or related human services, adult education, nonprofit management, or other related field required.</li> <li>• Certification or credential in adult learning or equivalent preferred.</li> </ul>
Requirements	<p><b>All Directors</b></p> <ul style="list-style-type: none"> <li>• Ten (10) years of experience with exceptional skills in nonprofit program and project management; federal grants and contract administration; and staff supervision</li> <li>• Previous experience and proven ability to manage a department and program budget</li> <li>• Experience with business development including grant writing, relationship development, earned income models, and marketing</li> <li>• Ability to work collaboratively with a team and provide expertise to accomplish the mission of the agency and its programs</li> <li>• Self-starter, strong follow through on projects, able to provide and take direction</li> <li>• Able to multitask and prioritize multiple deliverables at any given time</li> <li>• Skilled technical writer including grant writing experience</li> <li>• Able to read, speak, and comprehend English</li> <li>• Proficient in Microsoft Office programs: Outlook, Word, Excel</li> <li>• Must have strong technical writing skills</li> <li>• Ability to move and transport materials or equipment weighing up to 25 pounds for trainings or events</li> <li>• Position requires travel; ability to travel anywhere in the U.S.</li> <li>• Employee must comply with CS Personnel Policies as written</li> </ul> <p><b>Director of Org Learning (DOL)</b></p>

	<ul style="list-style-type: none"> <li>• Proven experience with adult learning principles, curriculum development, and implementation of training/professional development programs</li> <li>• Proven experience in marketing, communications, and in revenue-generating settings.</li> <li>• Proven experience with event planning including on-site and on-line trainings and conferences</li> </ul>
Overall Position Mission	<p>To work as part of the Directors Team (including the CEO, Director of Administration &amp; Operations, Deputy Director of Administration and Operations, Director of the Center for Org Learning, Co-Directors for the Center of Technical Assistance (TA) &amp; Capacity Building (CB), and the Co-Director of the Center for Research and Evaluation.</p> <p>The Team works directly with the CEO to implement the agency’s overall strategy, values, mission, and vision. The team works directly with CEO to ensure overall coordination and implementation of day-to-day functions.</p> <p>Areas of focus include: 1) Strategic planning - implementation and monitoring of goals, objectives, and key performance indicators (KPIs); 2) Values and JEDI – living the agency’s values and promoting justice, equity, diversity, and inclusion (JEDI) in agency practices, policies, and procedures; 3) Development – relationships, funding, and field depth; 4) Team building – support the development of the Leadership Management Team (LMT) and Subject Matter Experts (SMEs); 5) Governance – support CS board; 6) Coalition Services, including board, governance, and support for the Low Income Housing Coalition of Alabama (LIHCA) and the Professional Association of Social Workers in HIV/AIDS (PASWHA).</p>

**Areas of Responsibility**

All CS staff work to fulfill the mission and values of the organization. CS works in partnership for the empowerment of human service organizations and communities in order to positively impact special needs populations across the U.S. To fulfill this mission, CS works in specific subject matter areas and program areas including HIV/AIDS Housing & Health; Homeless and Homeless Management Information Systems (HMIS); Homeless Special Initiatives (programs focused on ending homelessness especially among underserved populations including individuals experiencing domestic violence and among tribal communities); and Affordable & Rural Housing. CS staff may participate in various projects within these areas depending upon staff availability, resources, and project requirements.

Directors collaborate to support the strategic goals and objectives of the agency and work to fulfill CS’ strategic plan. The role of Director includes supervising and coaching staff, managing budgets, ensuring compliance with funder requirements, and coordinating the

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functions in their area to achieve the goals of the organization in a timely, effective, and fiscally responsible way.

**Areas of responsibility include:**

**Organizational Learning** – The development, coordination and support for planning and logistics for organizational learning opportunities which promote the development and dissemination of adult learning resources (including but not limited to in-person adult learning opportunities such as conferences and workshops), tools and products, resource database(s), and creating an online virtual community. Revenue generation is a priority for this Center.

1. Coordinate planning, logistics, and support for all onsite and virtual learning for CS, LIHCA, and PASWHA.
  - a. Conferences, workshops, learning series, and other in-person events.
  - b. Solicit and procure all on-sight learning venues including conference sites.
  - c. Solicit, procure, and maintain all systems and services to support virtual learning modalities.
  - d. Manage agency’s event planning platform (i.e., MemberLeap) and other learning systems including the learning management system, on-line meeting software and contracts, and other systems to support adult learning.
2. Coordinate and develop new products, curricula, certifications, tools, and resources, built upon adult learning theories and principles. The Org Learning Team will work with other CS Team Members and Subject Matter Experts in the development of learning materials.
3. Development and implementation of Center’s strategic/operational learning and revenue plan which aligns with the agency’s strategic plan and initiatives.
4. Provide project management for development of products, curriculum, certifications, events, and other programming targeted toward org learning.
5. Oversee, maintain and provide technical assistance for CS’ Learning Management System (the current LMS is based in a software called “MemberLeap”)
  - a. Conduct an annual needs assessment and establish a plan for revenue-generation and engagement of community participants.
  - b. Maintenance of CS’ online learning community for CS clients, potential clients, and coalition management partners (i.e., LIHCA).
  - c. Create and maintain an online resource library including free, on-demand and resources for sale.
  - d. Develop tracking and training reports and communicate with identified team members to monitor training outcomes.
6. Provide on-going evaluation and reporting on organizational learning, including overall and event specific.

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7. Seek and maintain national CE Certification for identified disciplines, such as social work which includes ASWB and NASW.

**Communications/Marketing (External)** – Oversight of the CS and Coalition Services brand. Coordinate technical assistance for external communications and marketing, including websites, group email list, and social media outlets.

1. Oversee and ensure implementation of the CS brand for all communications as well as the brand of any coalition service partners (if applicable).
2. Develop content and update websites, social media, newsletters and alerts consistent with branding and message.
3. Develop creative content, create and evaluate marketing campaigns, and ensure social media platforms are maintained.
4. Maintain style guides for CS, LIHCA, and PASWHA; as well as branded templates for the staff products. This task also includes ensuring that all branded materials follow funder requirements and related deliverables meet established guidelines.
5. Consistent and timely maintenance of Client/Member Database(s) to meet annual communications, marketing, and revenue development outcomes.
6. Provide on-going evaluation and reporting on communications and marketing efforts.

**Team Training & Professional Development** – Provide knowledge, training, and professional development to team members. When specific projects are identified, provide project management support.

1. Onboarding: Ensure staff are properly trained to utilize access to all software systems relevant to their position (including O365, Big Time, DRGR, MemberLeap, GrantSeeker, Adobe software, and website platforms).
2. Coordinate, provide, track, and report on the completion of professional development and agency training for Subject Matter Expertise (SME) and general agency management.
3. Provide professional development opportunities including agency and externally sponsored events to address on-going learning needs of team members.

**Client Relationship Management & Evaluation** – Oversight of CS client relationships, LIHCA and PASWHA membership, sponsorships, and other relationship key to the further development and marketing of our work.

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1. Maintain and resource CS Team Members with current client information, including services received and potential services for revenue development.
  2. Maintain coalition membership lists including coordination of membership benefits, services, learning, renewals, and reporting.
  3. Provide on-going evaluation and reporting on communications and marketing efforts.

**Supervision** – The DOL is a supervisory position and includes the supervision of CS staff and agency consultants. Direct supervisory oversight to (1) organizational learning team members; 2) contracts; 3) other identified team members, and 4) identified consultants.

Support other agency functions as identified by the CEO.

Persons filling this position must comply with the CS Personnel Policies and Procedures as approved by the Board of Directors. Neither this job description nor the CS Personnel Policies and Procedures will constitute a contract for employment.

Collaborative Solutions, Inc. is an equal opportunity employer and a drug free workplace. All applications are to be submitted to the Director of Administration & Operations, Collaborative Solutions, P.O. Box 130139, Birmingham, AL 35213.  
Email: [Careers@collaborative-solutions.net](mailto:Careers@collaborative-solutions.net).

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Employee Signature

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Date