USDC Learning & Development Design Lead Position Summary & Duties

POSITION SUMMARY
The U.S. Digital Corps (USDC) is a two-year fellowship for early-career technologists to launch impactful careers in public service and create a more effective, equitable government. USDC pairs early-career and highly-skilled, mission-driven software engineers, data scientists, product managers, designers, and cybersecurity specialists with top technology changemakers in the federal government to build human-centered solutions to some of our nation's toughest challenges. Our Fellows are the engines on projects that create change in the areas of climate, healthcare, racial equity, immigration, economic recovery, and open innovation. The Digital Corps was launched in August 2021 by GSA in partnership with the White House, CISA, and OPM. USDC welcomed its first cohort of Fellows in 2022 and has a total fellowship size of 86. USDC will bring on its next cohort in Summer 2024.

The Digital Corps is many Fellows' first experience in the federal government, if not the workforce entirely. Fellows are placed with another federal agency to contribute on high impact, public facing technology projects while being part of a Digital Corps cohort and receiving centralized learning & development from the Digital Corps program. Our goal is to provide Fellows with the support they need to be successful during the two years of the program as well as those that will enable them to thrive in government service as they transition to permanent, career federal employees.

This is a critical opportunity to shape the success of the Digital Corps program. We are looking for someone to lead the design of the end to end Fellow learning & development experience over the two year fellowship period, including the ideation, design, and execution of the dual cohort L&D program. This includes content & design of the Fellow Orientation, Fellow IRLs, and a mentorship program, in addition to the ongoing formal learning & development programming and asynchronous content curation that will cover technical as well as professional and government specific skill development.These elements will provide the core of the Fellows' professional performance development program and ensure successful progression through the Digital Corps career ladder from GS-9 to GS-12 in just over two years. The designer will need to ensure that all program elements are providing an optimal fellow experience through their two year program journeymap. This is a great opportunity for a technologist with skill and experience in adult learning, program or training design & delivery, employee development & performance, and with strong project management & execution skills. USDC functions much like a start-up and is currently in a high growth and learning phase. Someone who is successful in this role thrives in gray space problem solving, is passionate

about talent growth, is eager to be part of designing something brand new, and operates with flexibility and a growth mindset.

Major Duties This includes but is not limited to:

Objective #1: Utilize UX/CX principles, practices, & research approaches to design the USDC L&D program & curriculum for all Fellows. Set the vision, goals, and learning objectives for the L&D program. Use input from Supervisors, Fellows, SMEs across government, as well as knowledge of Industry best practice and emerging technologies, to determine L&D focus areas and content. Design a learning & development program through a user experience oriented lens that meets the learning and support needs of a highly diverse fellowship community and is able to parallel train both overlapping fellowship cohorts.

Objective #2: Lead the execution of the L&D roadmap and its activities ensuring that the multi-elements of the L&D program are supporting the fellow experience. Synthesize and action feedback and input from Supervisors, Fellows, SME's into all L&D pillars and empower the teams to better support the fellows via clear L&D Strategic Planning. Key workstreams include 1st & 2nd year programming, joint/full cohort programming, IRL content, track specific programming, curation of online learning platform, and the mentorship program. Activities include but are not limited to:
- Design the L&D Strategy for cross-functional execution. Lead and empower USDC PMO team to support execution against L&D Strategy + Roadmap.
- Research and Ideate around what appropriate resources (people, trainings, courses, activities, etc) are needed to execute the L&D roadmap activities and learning curriculums. Inspire, Influence, and Procure cross-functional support for L&D activities.
- Serve as the program lead for any learning and development contracts. Oversee contractors or others who are providing learning & development support or experiences to the fellowship (ex. Internal or external speakers and facilitators). Ensuring strong delivery of agreed upon products and development experiences.
- Design program with fellow experience at the core, regularly engaging Fellows to identify training needs & opportunities, as well as identify opportunities for Fellows to co-create or drive content development and delivery.
- Where appropriate, lead some of the learning & development programming.

Objective #3: Evaluate the effectiveness of the L&D program using both quantitative and qualitative approaches.

Objective #4: Propose and deliver improvements to the L&D program ongoing, identifying required budget, staffing, and contracts required to sustain excellent fellow experience in terms of Learning & Development as the program scales with an eye for 5 year horizon.

Objective: #5: Create appropriate design & project deliverables that aid in the development and documentation of the two-year learning and development program plan for replication with future cohorts.