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Director, Learning & Development

Location: US-NY-New York **Category:** Human Resources **Type:** Regular Full-Time**Min**

USD \$140,000.00/Yr.

Max

USD \$150,000.00/Yr.

Position Overview

I. SCOPE OF ROLE:

Services for the Underserved (S:US) has an exciting opportunity for a Director of Learning & Development who will oversee and elevate the organization's training and development programs to support the growth needs of the organization as well as our employees. This strategic and hands-on role will foster a culture of continuous learning, equity, and innovation through modern technologies, including AI-driven personalization, gamification, and digital platforms to support S:US business strategy.

Reporting to the Chief Human Resources and People Officer, the Director will lead a small team, will take the lead on creating, implementing, and continuously improving Learning & Development programs and spearhead the creation of a Training Institute for S:US. The ideal candidate is passionate about social impact and understands the unique challenges and opportunities within human services environments.

II. ESSENTIAL DUTIES & RESPONSIBILITIES:

Strategic Planning

- Develop and implement a forward-thinking L&D strategy aligned with S:US's mission of social equity and community empowerment.
- Champion the use of AI and data analytics to personalize learning pathways and measure impact.
- Integrate trauma-informed and culturally responsive practices into all learning initiatives.
- Build and scale the S:US Training Institute, ensuring delivery of high-quality, evidence-based training across all departments.

Program Development

- Design and implement engaging, evidence-based training programs using internal subject matter experts and external resources.
- Conduct ongoing learning needs assessments to identify skill gaps and align development with organizational goals.
- Create custom and off-the-shelf training solutions for hybrid learning environments.
- Leverage technology and process improvements to streamline L&D operations.

- Ensure accessibility, inclusivity, and relevance in all learning formats.

Technology-Enhanced Learning

- Lead the adoption of gamification strategies to increase engagement and retention in training programs.
- Oversee the implementation and optimization of learning management systems (LMS), mobile learning apps, for staff.
- Collaborate with IT and data teams to ensure secure and ethical use of AI in learning.

Team & Stakeholder Engagement

- Supervise a small team, including a Trainer and Administrative Assistant.
- Partner with program leaders to ensure L&D initiatives support business priorities and service excellence.

Evaluation & Impact

- Use AI-powered analytics to track learning outcomes, behavioral change, and organizational impact.
- Report on KPIs such as training completion rates, learner satisfaction, and performance improvement.
- Continuously refine programs based on feedback and data insights.

III. KEY PERFORMANCE STANDARDS

- Communication: Ability to communicate effectively with team members and staff across the organization
- Integrity & Accountability: Uphold personal and professional ethics and values, considering the values of the organization and respecting the culture, beliefs and abilities of individuals we serve
- Critical Evaluation: Ability to generate ideas for service improvement for discussion within multidisciplinary teams and with staff and their supervisors.
- Teamwork: Ability to work in a team-oriented environment and contribute to the organization's overall progress.
- Self-Motivated: Ability to demonstrate initiative and endeavor to respond to changing needs of stakeholders.
- Change Management: Ability to develop a learning and engagement plan in line with the organization's vision, mission and core values.
- Engagement: Ability to engage staff to understand their needs related to professional development and wellness.
- Critical Evaluation: Ability to generate ideas to improve staff learning and engagement, to make suggestions and collaborate with colleagues from other departments and divisions

Qualifications

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's or Master's degree in Education, Organizational Development, Social Work, or related field.
- Minimum of 5 years of progressive experience in Learning & Development, ideally in the social services, nonprofits, or public sector.
- Strong expertise in adult learning theory, recovery-oriented care, and psychiatric rehabilitation, with a commitment to social justice
- Proficiency in learning management systems (LMS), adaptive learning technologies, and gamification tools

PREFERRED SKILLS & KNOWLEDGE:

- Certifications in instructional design, AI in education, or gamification preferred.
- Solid understanding of clinical practices including motivational interviewing, cognitive behavioral therapy (CBT), trauma-informed care, and Mental Health First Aid
- Deep knowledge of cultural humility and equity-centered learning approaches
- Expertise in psychiatric and psychosocial rehabilitation, with a recovery-focused lens
- Familiarity with New York State's behavioral health system and entitlement services for individuals with psychiatric disabilities

Company Overview

S:US IS AN EQUAL OPPORTUNITY EMPLOYER

Join a team of employees who cares about the wellbeing of others. We're proud to offer a comprehensive benefits package designed to support your wellbeing and development. From health and wellness resources to generous PTO, professional development, and more, explore all that we offer on our [**Benefits Page**](#) and see how S:US invests in you.

We believe in fostering a culture built on our core values: respect, integrity, support, maximizing individual potential and continuous quality improvement.

S:US is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. S:US is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities, including allowance of the use of services animals. To request reasonable accommodation or if you believe such a request was improperly handled or denied, contact the Leave Team at MyMedicalLeave@sus.org.

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