



Learning and Development Specialist I + II

This is a full-time position located in Jamestown, ND

F5 Project is hiring a Learning and Development Specialist to help lead a new initiative, in partnership with Southcentral Foundation (SCF). The initiative, Nu'iju Healing Place (NHP), is a 12-month comprehensive residential program using a culturally rooted, trauma informed therapeutic community model to reduce prison recidivism within the James River Correctional Center (JRCC).

The Learning and Development Training Specialist is responsible for assisting in the day-to-day operations of this therapeutic community. This position has two (2) levels designed to provide progressively more responsible and independent work experiences. Progression between job levels is based on the demonstrated ability to successfully handle progressively more responsible assignments.

Overview of Responsibilities

Customer Care and Relationship

- Creates, develops and nurtures culturally appropriate interactions and connections with other staff, inmates, and the community.
- Ensures processes and systems for exceptional customer service are in place for the NHP:
 - Ensures compliance with established North Dakota Department of Corrections (NDDOC) standards.
 - Models positive and pro-social role modeling, utilizing dynamic trauma-informed security practices by building a rapport and supervising program residents inside the JRCC.
 - Utilizes customer satisfaction data and information to develop, implement, and measure changes in customer service strategies.
 - Promotes a customer driven approach to service delivery that is culturally appropriate and based on customer input and feedback.
 - Evaluates, develops, and implements changes in policy, procedures, regulations, and standards throughout the Nu'iju program.
 - Assists in ensuring that all complaints and conflicts are resolved in a timely manner and appropriately according to standards and established guidelines.
- Ensures exceptional customer service. Assists in maintaining quality, safety, and infection control standards.
- Ensures the cultural appropriateness of learning delivery and experience.
- Maintains proper professional boundaries.
- Handles both positive and negative interactions and feedback in a constructive manner.



- Utilizes customer-owner driven philosophy, standards, and communication in working with customer-owners and families.
- Understands and effectively communicates the resources available to support the customer-owner.

Communications and Teamwork

- Shares and receives information, opinions, concerns and feedback in a supportive manner.
- Works collaboratively by building bridges and creating rapport with team members within JRCC, SCF, and F5 Project.
- Contributes to processes and systems for communication for program staff, NDOC, and F5 Project:
 - Assists in the development, implementation, and collaboration of communication between NHP, JRCC, and F5 Project.
 - Builds effective interpersonal relationships across the NDDOC, JRCC, and F5 Project.
- Communicates with team members and project stakeholders to ensure timely delivery of instructional content.
- Attends staff meetings, learning circles (LC), and tribal liaisons committee meetings.
- May be responsible for the direct day-to-day supervision of inmates:
 - Leads learning circles and program classes.
 - Assists in the coordination of activities and assigned tasks for all participants assigned.
 - Assists in case management of participants assignments.
 - Assists with any recognition or corrective action for participants assigned.
 - Gives written and verbal feedback to program participants.
 - Motivates and encourages all participants assigned.
 - Creates and models a positive and engaging work environment for all participants assigned.
 - Involved with interviews, selection, and orientations for new participants to the program.

Improvement and Innovation

- Makes meaningful improvement to services, program, and processes and/or organizational effectiveness that creates new value for customer-owners and employees.
- Demonstrates the ability to think strategically and assists in planning for the future needs of NHP.
- Attends professional development, clinical or technical performance improvement trainings, classes, workshops, seminars, facilitations, and programs on a regular and consistent basis:

- Assists with ongoing training needs analysis in partnership with program director.
- Works in partnership with program teams, stakeholders, and subject matter experts (SMEs) to develop and implement of training curriculum.
- Works in partnership with the Director and F5 Project to evaluate and measure the ongoing effectiveness of training (content and curriculum; learning and application; competency and delivery) and makes recommendations for improvement.
- Works to keep training current, appropriate, and available in order to meet the needs of participants.
- Assists in the development, research, and investigation of new or existing training and education programs as directed.
- Works closely and communicates consistently with the Director and tribal liaison team to further develop industry-specific skills, knowledge, and experience.
- Ensures timely and accurate documentation:
 - Measures, collects, and reports on effectiveness of learning and development.
 - Provides quarterly learning and development reports, as appropriate.
 - Ensures completion of all documentation in a timely manner.
 - Provides ongoing feedback, including employee and participant performance, during courses and programs.

Workforce Development Skills and Abilities

- Seeks out additional learning opportunities to continue to develop the technical and professional skills needed now and in the future. Attends F5 Project required trainings, Arrigah House, ALET, and additional program specific trainings.
- Takes responsibility for all work activities and personal actions by following through on commitments.
- Applies knowledge of the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to ensure the privacy of individuals is protected to the fullest.
- Demonstrates ability to develop, implement, and evaluate training programs and curriculum.
- Demonstrates ability to work independently.
- Applies knowledge of measuring the success of training programs.
- Applies knowledge of developing training curriculum.
- Facilitates groups and courses.
- Maintains quality, safety, and infection control standards.
- Ensures timely and accurate documentation:
 - Provides reports on training-quarterly or more frequently as directed.
 - Provides documentation of training to the Director for review by JRCC, employer, and F5 Project.
 - Collects, updates, analyzes, and maintains data from a variety of sources for monthly reports.



- Ensures completion of all projects and tasks given through use of effective follow-up skills.
- Applies skill and demonstrated ability to organize, prioritize, multi-task, follow-through, and problem solve.
- Applies experience in and knowledge of administrative skills, typing correspondence and reports, computer operations, and filing. Applies knowledge and ability to operate office equipment.
- Applies knowledge and skill using Microsoft Excel, Word, and Windows or other spreadsheet and/or word processing software.
- Makes decisions independently with skill and efficiency.
- Provides operational and programmatic learning and development-related support for the program and specific programs as needed:
 - Leads coordination of logistics and handles administration for programs and events.
 - Maintains project documentation and course folders.
 - Performs additional office duties and responsibilities as needed.

Skills Required

The Nu'iju NDDOC program within the JRCC is established to serve a primary population of American Indian people who are affiliated with the five Tribal Nations that share geography in the State of North Dakota, Alaska Native, and American Indian people within the NDDOC system. Knowledge of the tribes, cultures, histories, strengths, and challenges of this population is critical to ensure the success of the Nu'iju program and to align with SCF's vision of a Native Community that enjoys physical, mental, emotional, spiritual wellness, and mission of working together with the Native Community to achieve wellness through health and related services.

Preference will be given to candidates that are members or descendants of one of the five tribal nations that share geography in the State of North Dakota.

- Master's degree in training, education, Human Resources, or related field; OR equivalent combination of education, training and experience
- Two (2) years of experience in the field of training and development, education, or Human Resources.
- One (1) ATD Master Certificate; OR ability to obtain within one (1) year.

Additional Qualifications for Learning and Development Training Specialist II.

- Meets all requirements of Learning and Development Training Specialist I in addition to the following:
 - Three (3) years in Learning and Development and demonstrated competency as a Learning and Development Training Specialist I.

Individuals maybe exposed to



- Noise Level: moderate noise (i.e. business office with computers and printers; light traffic).
- Local Travel: Individuals in this position can be required to travel to road-accessible facilities by either driving or being a passenger in a vehicle or by use of alternative transportation.
- Out of State Travel: Individuals in this position can be required to travel to out of state locations via various modes of transportation which can include commercial aircraft, small airplanes.

Physical Demands

- Position Requirements: sit (to 2/3 time); stand (under 1/3 time); talk or hear (over 2/3 time); use hands for dexterity to handle or feel (to 2/3 time); walk (under 1/3 time).
- Weight Lifted or Force Exerted: up to 10 pounds (over 2/3 time); up to 25 pounds (under 1/3 time).
- Special Vision Requirements: close vision (clear vision at 20 inches or less); color vision (ability to identify and distinguish colors).
- Additional Physical Demands: individuals in this position can be required to work holidays, evenings, weekends, and nights; individuals in this position must be able to respond when needed by prompt appearance at a required location; individuals in this position are able to work under physically and emotionally-stressed conditions.

Benefits and Culture

- Unlimited PTO
 - Competitive Health, Dental, and Vision Care
 - 7 Paid Holidays
 - Generous paid parental leave
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Native Preference:

Under P.L. 93-638, as amended, the company pursues a policy of Native preference in hiring, contracting, and training.

About F5 Project

Started by a former inmate in 2016, F5 Project was founded to help individuals struggling with incarceration, mental health and addiction by providing resources and services to help obtain employment, housing, health care, and other basic needs. By empowering individuals to create meaningful change in their lives through support and grace, F5 Project restores purpose for individuals, fosters healing, and rebuilds stronger communities.

To Apply: Please send both a cover letter and resume to Jeff Vanlaningham at

jeff@f5project.org