

## Director of Knowledge Management

### Company Overview

Veterans Accountable Care Group, LLC (VACG) is a deeply experienced health services development and management organization focused on assisting governmental agencies and commercial health plans optimize care delivery programs. Our executive leadership and partners have formulated and executed clinical integration strategies for some of the country's leading health care delivery systems, federal agencies and state governments. Our core focus is the Veterans Health Administration and the DOD's Military Health System, targeting opportunities requiring technology-enabled solutions, delivering innovative approaches to care delivery and highly-effective administrative services.

- VACG offers a competitive benefits package including: health benefits, 401K, company holidays, PTO, etc.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- VACG is an equal opportunity employer.
- The VACG operations center is conveniently located in the DC Metro area with parking available on site. Also, convenient to public transportation.
- Apply by submitting resume and informative cover letter to [resumes@vacgroup.org](mailto:resumes@vacgroup.org)

### Position Summary

The Director of Knowledge Management (KM) will be responsible for knowledge management and learning processes, related infrastructure, and providing support on these topics across the Company. S/he will guide the ongoing functionality and fidelity of a knowledge sharing strategy, including processes and tools. S/he will design a high-quality program monitoring, evaluation and learning strategy.

### Major Responsibilities

- The Director, KM will design, build, run, and champion an organizational learning architecture that allows the organization to capture, use, and share (inside and, as appropriate, outside) know-how, information, and experience.
- The Director, KM will help advance the primary objectives of informing adaptive management and scaling up of implementation by ensuring high-quality monitoring, evaluation, and learning about performance across the organization.
- The successful candidate in this position will be a "working director," who is excited about taking a solution the full course from an idea, through a design, to implementation.
- S/he will be energized by working in a practitioner-oriented, solution-focused environment.

### Essential Skills and Experience

- 8-10 years of experience with organizational learning, knowledge management, knowledge sharing, change management, capacity building

- Demonstrated experience collaboratively setting and independently driving a KM agenda, with the ability to identify, assess and use opportunities to incorporate KM into a wide-range of organizational processes
- Demonstrated experience in public speaking and communicating to a variety of audiences
- Experience in moving initiatives forward without direct authority or reporting lines
- Demonstrated ability in managing client relationships and his/her own team, including engaging and managing relationships. Experience in effectively directing and evaluating the work of others.
- Demonstrated experience in training and capacity building around KM
- Ability to work well and communicate effectively cross-culturally
- Superior interpersonal, organizational, planning and analytical skills are essential
- Excellent project management skills
- Demonstrated excellent facilitation skills, particularly in participatory approaches

### **Education**

Advanced degree in knowledge management, social sciences, organizational development, business administration, or related field, with an in-depth knowledge of the principles, practices and procedures of KM.