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# Innovation Program Director

**Job Category:** CA Corp Office and Sales

**Requisition Number:** INNOV006182

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Posted: July 26, 2022

Full-Time

HumanGood Community Support Center  
1900 Huntington Drive  
Duarte, CA 91010, USA

## Job Details

### Description

The Innovation Program Director leads innovation activities for HumanGood one of the country's largest non-profits dedicated to innovation and leadership in senior housing and services. You will coordinate and manage innovation projects from end-to-end across various functional areas. Requiring a creative, passionate, and driven person, you will collaborate with internal and external teams using human-centered design and innovation methodologies to identify opportunities, design, develop, test and eventually scale solutions that meet consumer needs and improves organizational success. Specific responsibilities include designing and conducting qualitative and quantitative research, managing multiple projects from ideation to implementation, and communicating innovation initiatives.

**Please note: this position is not remote and will require onsite presence at the Duarte, CA office.**

- Supports the vision, strategy and tactics for the innovation function aligned with HumanGood's broader strategy.
- Manages the planning, launch and ongoing implementation and monitoring of new innovations and programs.
- Initiates and manages innovation programs and projects, including scope definition, risk identification, qualitative and quantitative analysis, schedules, regular updates and outcomes measurements and communication.
- Consults with department heads and senior leaders on business strategy, including the facilitation of strategic planning workshops and processes.

- Builds relationships and partners with internal leaders, residents and vendors to achieve project goals.
- Participates actively in the HumanGood Solutions Innovation Group. Works with supervisor to design agendas and prepare for effective monthly meetings.
- Develops requirements for new initiatives in collaboration with field, corporate and external stakeholders.
- Investigates non-standard requests and opportunities; prepare presentations to department leaders; ensure project documentation is accurate and ensure projects are completed on time and within scope.
- Designs and executes tests to support the exploration of stakeholder needs and potential solutions, including conducting interviews and focus groups; developing and working with prototypes; iterating based on learnings; analyzing, synthesizing and formulating insights; and creating business cases for broader implementation.
- Coordinates the planning, launch and ongoing implementation and monitoring of new innovations and programs.
- Identifies, analyzes and synthesizes relevant data to identify and prioritize opportunities and risks.
- Translates research findings into prototypes and experiments for stakeholder groups to implement.
- Supports projects from ideation to implementation, collaborating with internal and external teams and communicating innovation initiatives.
- Provides support in troubleshooting and resolves issues and concerns as they relate to new initiatives.

## MINIMUM REQUIREMENTS

- Bachelor's Degree in related field
- Masters degree in business, marketing, technology, statistics, mathematics, engineering or behavioral sciences preferred
- 5-8 years of related experience in start-up, entrepreneurial business development, innovation development, organization design or organizational development roles.
- Extensive work in user-centered design required
- Able to travel up to 30% of the time and work in the Duarte, CA office the remainder of the time

## What's in it for you?

As the largest nonprofit owner/operator of senior living communities in California and one of the largest in the country, we are more than just a place to work. We are here to ensure that all we serve are provided with every opportunity to become their best selves as they define it, and this begins with YOU.

HumanGood offers competitive pay and phenomenal benefits. Eligible positions (30+ hours/week) start with 20 paid days off, plus seven holidays, a company-matching 401(k) and health plans that give you cash to use for those unexpected health issues. **We provide healthcare benefits for our part-time and on-call team members!** We also offer a Tuition Reimbursement to promote your career advancement.

Come see what HumanGood has to offer!

*The health and safety of our team members and residents is our top priority and with the increasing spread of variants of COVID-19, it is critical that we do all we can to protect one another from this disease.*

*Where legally permissible, a new hire may begin working after showing proof of their first dose of a one-dose COVID vaccination regimen or their second dose of a two-dose COVID vaccination, or proof of a vaccination appointment within 7 days of their start date. Exemptions based on religious beliefs and qualifying medical reasons will be considered.*

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