

Hospice of Southern Maine

Position Description

Title:	Employee Training and Development Manager	Reports to:	Human Resources Director
Primary Location:	136 US Route One	FLSA Class:	Exempt
Supervises:	Clinical Educator	Effective Date:	06/2019

Position Summary:

The Employee Training and Development Manager is responsible for the onboarding, continued competence and development of all team members at HSM with a particular emphasis on clinical areas. Accountable for development, implementation and oversight of continuing education ensuring required competencies are met. Develops, designs, coordinates, implements and conducts training programs to enhance organizational and workforce growth and development. Develops customized individual training plans as well as identifies skill gaps and training needs to ensure a competent and confident workforce.

Qualifications:

Education: Graduate of a NLN accredited nursing program; BSN required, Master's preferred; Degree in training, education or related field strongly preferred, but additional education or certification in adult learning and/or training will be considered.

Experience: Minimum of 5 years of progressive learning and development experience required. Prior experience in instructional design and proven experience developing effective training tools required. Experience with traditional and modern training methods and techniques for adult learning (e-learning, classroom style, simulated, mentoring, on the job training, etc) required. Superior communication skills, including verbal, written and presentation required. Proficient with MS Office suite required. Must have knowledge of computer based/e-learning platforms. Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate). Advanced organizational skills with the ability to handle multiple assignments required.

License/Certification: Registered Nurse licensed in the State of Maine. Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Oversees training curriculum development and delivery of initial training and continuing education programs, including the development of original trainings in addition to utilizing and updating existing training materials.
2. Builds and maps out annual training plans for the agency and coordinates in-house education events.
3. Delivers in-person trainings as well as supports subject matter experts who present trainings; ensures trainers/subject matter experts are competent and knowledgeable about training topics and content, adult learning theory, learning styles and facilitation skills.
4. Creates and implements a comprehensive and continuous training evaluation program to ensure training components and initiatives are effective.
5. Provides an appropriate environment for adult learning by developing, planning and presenting educational/training activities through written materials, classroom, on-the-job and e-learning settings.
6. Designs and prepares handouts, instructional materials, aids and manuals and/or orders educational aids and materials as appropriate.
7. Develops and maintains user manuals, policies/procedures and reference materials for utilization of the Electronic Medical Record (EMR).
8. Uses known education principles and stays up-to-date on new training methods and techniques.
9. Coordinates student observations and experiences in support of the agency's vision to enhance hospice knowledge within the community.
10. Markets available training to employees and provides necessary information about sessions.

11. Builds and maintains a library of resources that address frequently needed and/or required competencies and training materials.
12. Maintains curriculum data, compliance requirements and training assignments in the e-learning software.
13. Host train-the-trainer sessions for internal subject matter experts as appropriate.
14. Track professional development money used by each employee.
15. Performs other duties as assigned.

Other Job Functions:

The following is a list of responsibilities of this position, but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Protects the patients' and employees' right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
6. Demonstrates ability to be a productive team member.
7. Provides timely and appropriate response to internal and external customer needs.
8. Keeps supervisor informed of real or potential problems; reports incidents and customer concerns according to agency policy.
9. Participates in meetings and quality assurance and program improvement activities as required and necessary.
10. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
11. Demonstrates knowledge and support of agency's safety and OSHA policies. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
12. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
13. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
14. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
15. Performs other duties as assigned to support the agency.
16. Utilizes appropriate resources to maintain knowledge and skills.

Required Skills, Abilities and Knowledge:

1. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
2. Self motivated and self directed.
3. Reliable and flexible.
4. Excellent and effective oral and written communication skills
5. Ability to focus on the objectives of the position.
6. Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed customers, during emergency situations, during busy times, etc.
7. High level of interpersonal skills to handle sensitive and confidential situations and documentation.
8. Knowledge of office administration procedures.
9. Ability to assume responsibilities and work independently on a variety of projects, and to make decisions within the scope of the project.
10. Ability to respond well to supervision and to work independently when appropriate.
11. Performs work with constant awareness of improving processes necessary for positive growth.
12. Ability to focus on detail and demonstrate accuracy.
13. Presents as a business professional.
14. Ability to adapt to changing Agency priorities in a positive manner.
15. Administrative support procedures and skills: excellent math skills, proficient typing skills, filing, phone and computer skills, including working knowledge of Microsoft Outlook, Word, Excel and PowerPoint.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb		X	
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and to complete and read written and electronic documentation.

Mental Requirements:

1. Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee's Signature _____ **Date** _____