



Training Manager

Job Code: HRTRG - 122
Revision Date: Dec 21, 2018

Salary Range:
\$27.22 - \$44.54 Hourly
\$2,177.60 - \$3,563.20 Biweekly
\$56,625.00 - \$92,633.00 Annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

This position manages Emergence Health Network's culture of continuous organizational improvements through the Learning and Development Program, EHN Academy. Directs, manages and participates in the development of the EHN training work plans. Analyzes training systems, and equipment and procedures and recommend and implement improvements, automation or streamlining of training activities.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Leads the design, development and implementation of employee, leadership and organizational development initiatives in a wide variety of areas including, but not limited to: competency modeling development; employee onboarding; performance management; succession planning; talent review; engagement surveys; development plans; career planning and coaching; and mentoring programs.
- Implements solutions to support efficient training administration and record keeping processes and has central oversight for the Learning Management System.
- Collaborates with leaders and their teams to drive the organization's vision and to ensure the successful achievement of EHN's business goals and objectives.

- Works on strengthen alignment between identified business priorities and organizational vision and strategy and help improve the overall effectiveness of the organization from a human performance, leadership, and process perspective.
- Consult internal leaders and managers to identify training needs and trends for the EHN Academy design which includes but is not limited to direct care trainings, leadership development, internship development, and support role development.
- Partner with all direct care, support, and human resources to develop effective learning programs for multiple corporate adult audiences.
- Design (both in-house and with expert third parties) a learning solution which includes a blended approach to learning such as coaching, classroom training, 1:1 sessions, action learning and/or e-learning.
- Coordinates all classroom style and all computer-based Relias courses for all Direct and Support Employees. Ensure Relias Learning is updated, and training records are maintained.
- Coordinates and presents skill development courses for adult learners on DHS required topics in response to identified skills/informational gaps for continuous skill development and education building.
- Develops and maintains a course schedule to ensure compliance with DHS requirements for DSP, QIDP, and annual courses throughout the agency.
- Works with direct supervisors/managers to coordinate post classroom training activities (DHS On-The-Job-Training)
Coordinates internal and external course presenters.
- Develops and implements tools to measure feedback and effectiveness of training. Analyzes measurements for determining competencies and conducts reliability assessments. Provides feedback and manages effectiveness of internal and external presenters.
- Maintains accurate records of internal staff training, retaining original training documentation.
- Communicates staff training requirements and status to pertinent personnel.
- Coordinates all enrollments of staff trainers, QIDPs, and DSPs,
- Coordinates submission of DHS training reimbursements.
- Coordinates training compliance reviews.
- Maintains DHS approval for DHS required training.
- Maintains training certification for all required courses.
- Keeps abreast of developments in the filed by attending seminars, workshops, and networking with other social services agencies, etc.
- Serves on designated training academy committees.
- Creates a high-quality work culture through participation in and emphasis on training and mentoring to develop leadership, management, and technical skills in self and all employees, including safety related training and skills.
- Identifies needs and develops training and development programs for preparing employees for more significant responsibilities and general staff development programs to enhance employee knowledge and understanding of the operations of the organization.
- Identifies operational problems and formulates appropriate solutions; analyzes costs and value and recommends new programs; and monitors effectiveness of existing programs and recommends changes as needed.
- Creates HR departmental procedures to streamline and/or automate processes, improve customer service, reduce paper-flow, and improve human resources data management; plans and implements changes as required.
- Performs and administer special studies or projects as assigned by the HR Director or Chief of Staff; prepares a variety of studies, reports and related information for recommendation and decision-making purposes.
- Participates in the development of EHN's plans and programs as a strategic partner.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Bachelor's Degree in Psychology, Human Resources Management, Education, Business or Public Administration or related major supplemented by four (4) years of experience in Human Resources Management, Education, Training, and Course Development plus two (2) years in a supervisory position; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.