

PART I

HAWAII HEALTH SYSTEMS CORPORATION
STATE OF HAWAII

02.875

02.876

Class Specifications
for the class:

TRAINING & DEVELOPMENT COORDINATOR III, IV
SR-20, SR-22; BU:13

Series Definition:

This series includes all classes of positions, the duties of which are to provide non-clinical training and staff development to healthcare personnel in a facility within the Hawaii Health Systems Corporation.

The functions involve conducting non-clinical training to meet competency assessment requirements; coordinating education programs for healthcare personnel; reviewing, analyzing, evaluating, or promoting improvement in organizational development, reviewing best practices for implementing training such as policies and procedures; compliance with regulatory and accreditation requirements; developing curricula, programs, education, and training materials; assessing training needs through surveys, interviews with employees, focus groups, or consultation with managers; may specialize in a particular subject or training program such as leadership, supervisory/management training, team building, or customer service; and other aspects designed to improve the efficiency and effectiveness in achieving the program objectives of the facility/region served.

TRAINING & DEVELOPMENT COORDINATOR III

02.875

Duties Summary:

Independently performs training and staff development programs for healthcare personnel; coordinates education programs; conducts surveys; and performs other related duties as required.

Distinguishing Characteristics:

This is the fully independent worker in this series. Professional functions include; planning, developing, and conducting training programs to improve the skills and knowledge of employees; creating presentations and materials for training; coordinating employee engagement surveys; and conducting follow-up studies of completed training to evaluate and measure results. An incumbent is also responsible for performing other assigned activities such as maintaining records and compiling and preparing various reports. Supervision received at this level is of a general nature, thereby requiring that

assignments be performed independent of continual supervision.

Examples of Duties:

Educate and train healthcare staff on policies and procedures, customer service skills, compliance and regulatory requirements; encourage and assist staff to try new strategies, techniques, equipment and materials by arranging a variety of developmental activities; develop and maintain organizational communications such as intranet bulletin boards and newsletters to ensure employees have knowledge of training and development events and resources; create presentations and materials for training; conduct surveys to determine training needs common to most HHSC departments; prepare training guides, aids, audio-visual devices; coordinate and conduct orientation programs for new employees; act as a change agent within the organization; maintain records, compile and prepare various reports; and perform other related duties as assigned.

Knowledge and Abilities Required:

Knowledge of: Working knowledge of instructional design and evaluating educational needs; planning, coordinating, and facilitating professional development sessions for adult learners; instructional design software and applications; the principles and practices of facility policies and procedures; knowledge of Joint Commission requirements, and those of other State, Federal, and/or regulatory agencies with which the facility interacts.

Ability to: Demonstrate aspects of training and development, instructional design, and teaching adult learners; manage multiple projects; establish and maintain effective working relationships with employees, administration, medical staff, and agencies affiliated with the facility; exercise judgment, tact, and discretion in applying and explaining training materials; effectively communicate with individuals at all levels; present facts clearly both orally and in writing.

TRAINING & DEVELOPMENT COORDINATOR IV

02.876

Duties Summary:

Plans and executes a variety of complex training and staff development programs for healthcare personnel; develops curricula, programs, education, and training materials; and performs other related duties as required.

Distinguishing Characteristics:

This level performs an extensive variety of complex and difficult assignments. Professional functions include; assessing the skills, performance, productivity and talents of employees; researching subject matter/topic and consult with subject matter

experts (SMEs) to create accurate and relevant training for various departments within the facility; planning, developing, and executing complex staff development programs to improve the skills and knowledge of employees; creating presentations and materials for training; and identifying future training needs. May also provide supervision to clerical staff.

Work is evaluated for timeliness and program outcomes as it may impact the attainment of the overall program, organization goals and objectives. Under general supervision, is given a variety of assignments with results expected.

Examples of Duties:

Plan and execute a variety of training and staff development activities for healthcare staff; develop and conduct training for supervisors and other employees; identify future training needs and create curriculum to facilitate the training; lead programs to assist employees with transitions due to technological changes; communicate with management and team members to ensure that training needs are met; conduct annual training by keeping up-to-date on changes in healthcare that affect job requirements; train and coach managers, supervisors and others involved in employee development efforts; present information using best practices for a variety of instructional techniques or formats such as role playing, simulations, team exercises, group discussions, videos, or lectures; plan and conduct orientation programs; assess and evaluate program effectiveness; maintain records, compile and prepare various reports; act as a change agent within the organization; encourage and foster a positive work environment for all employees; may supervise clerical staff; and perform other related duties as assigned.

Knowledge and Abilities Required:

Knowledge of: Thorough knowledge of instructional design and evaluating educational needs; planning, coordinating, and facilitating professional development sessions for adult learners; instructional design software and applications; the principles and practices of facility policies and procedures; quality improvement and project management methodologies; general knowledge of Joint Commission requirements, and those of other State, Federal, and/or regulatory agencies with which the facility interacts; principles and practices of supervision; and good customer service principles.

Ability to: Coordinate and evaluate training and staff development for facility personnel; communicate effectively both orally and in writing on a one-to-one basis as well as with groups for the purpose of obtaining/providing information; prepare clear and concise reports; analyze, evaluate and draw sound conclusions from available information; work well independently and effectively; manage multiple tasks and priorities; develop and maintain effective working relationships with others.

This is the first specification for the class, TRAINING & DEVELOPMENT
COORDINATOR III and TRAINING & DEVELOPMENT COORDINATOR IV effective
March 8, 2022.

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