

Position Profile

Job Title: Coordinator, Training

Job Family:		Job Subfamily:	
Date Posted:	01/23/2008	Job Code:	
FLSA Status:	Exempt	Reports to:	Senior Project Manager

I. POSITION SUMMARY

Designs, plans and implements ProHealth Physicians' corporate training programs, policies and procedures including curriculum development and maintenance, creation and maintenance of documentation and training materials and conducting of companywide training programs. Stays current on new training techniques and modifies corporate training programs as necessary.

II. PRINCIPAL RESPONSIBILITIES

Responsibilities

1. Develops and maintains training curriculum based on best practices in adult learning. Curriculum would include best operational practices based on established workflow processes.
2. Develops and maintains company-specific application documentation.
3. Coordinates, schedules and conducts training classes for all levels of ProHealth staff and providers.
4. Promote application learning throughout the organization using multiple training methodologies including but not limited to: classroom learning, e-learning, webinars and shadowing roles.
5. Assesses employee skill levels; recommends training program consistent with individual skill level and job requirements.
6. Develop and administer training certification programs in conjunction with company initiatives. Define and document proficiency levels.
7. Test and QA new application version releases with the goal being to develop appropriate and timely training materials and information for application users. Assist in developing company workflow around application changes.
8. Coordinate with supervisors, managers, staff and ProHealth Helpdesk to identify process problems or users in need of additional training.
9. Coordinate and manage internal user group meetings designed to actively engage end users in workflow and application use and development.

III. KNOWLEDGE, SKILLS AND ABILITIES

Requirements

Bachelor's degree or equivalent experience; familiarity with best practices in adult learning. Background in healthcare strongly desired, strong MS Office skills required. Experience with Allscripts HealthMatics® NTierprise and Touchworks™ EHR preferred.

IV. ADDITIONAL INFORMATION

Does the incumbent in this job have direct accountability for staff supervision/management? NO
Does the incumbent in this job have budget accountability? YES
Is travel expected to perform this job? NO If so, what percentage of time will be spent traveling?