



JOB DESCRIPTION

Title: Training Coordinator

Department/Program:
Home Care Services

Exemption Status:
Exempt

Reports to:
HCS Program Director

Last Updated:
February 2020

Titles Reporting to Job:
None

Job Summary:

Under the direction of the Program Director, this position is responsible for the design and delivery of training to new and current home care services staff. The Training Coordinator provides pre-service and ongoing training for program staff in accordance with Illinois Department on Aging Community Care Program expectations. Develops instructional curriculum related to other special topics and best practice standards as needed. Maintains documentation for all training activities held. Must be willing to travel within the city to conduct ongoing trainings when needed.


Essential Duties and Responsibilities:

Agency:

1. Nurtures positive and collaborative working relationships with other Agency staff as well as outside providers.
2. Implements the Agency mission, philosophy, core values to direct daily work and decision-making adheres to agency policy.
3. Cultivates a professional and respectful work environment.
4. Is actively involved and knowledgeable of the Agency's Performance Quality Improvement Process.
5. Approves time sheets and ensures compliance with Agency and funder guidelines.
6. Accountable for daily activities within the allowable activities approved by the Agency.

Essential Duties:

1. Develops and provides ongoing pre-service and monthly training to HCS staff, in compliance with Illinois Department on Aging (IDOA) Community Care Program training requirements and best practice standards.
2. Develops, organizes and maintains training manuals, multimedia visual aids, and other educational materials related to staff training curriculum.
3. Provides pre-service training associated with specific in-home care skills (e.g. in-home care assistance activities, safety practices, etc.) through a mixture of lecture, group discussions and both knowledge-based and skill-building exercises. Exercises may include role-playing, case simulations, and other experiential learning techniques.

<p>Position Description Title: Training Coordinator Department: Home Care Services Last Revised: February 2020</p>	
---	--

4. Prepares and presents quarterly in-service trainings to current Home Care Services staff, in accordance with IDOA requirements, including up to ten (10) training sessions per quarter.
5. Tabulates testing results and evaluation procedures related to impact in knowledge, attitude, and/or skills related to staff.
6. Maintains accurate and timely data associated with training activities and training outcomes; prepares completion-of-training certificates for Home Care Services staff; appropriately secures all training-related documentation in staff files in a timely manner.
7. Identifies and analyzes training gaps or needs, in collaboration with the Program Director, in order to develop new training curriculum and to improve existing training, to support the needs of home care aides and other program staff.
8. As requested, offers one-on-one support and training to HCS staff, and specifically Home Care Aides, regarding any refresher or additional training needed (e.g. in-home care skills, calendars, electronic time-keeping system, timesheets, etc.)
9. Coordinates training events with other parties, as needed, in a timely and organized manner.
10. Works collaboratively with the HCS Recruitment Coordinator and Program Director to identify appropriate candidates for the program's pre-service trainings.
11. When needed, may participate in community outreach activities, related to the promotion of the program or agency. May be required to represent the program at community forums.
12. Actively engages in ongoing research, to incorporate new information and training techniques to improve effectiveness of trainings (i.e. knowledge of adult learning principles, instructional design, behavioral effectiveness skills, and learning technologies).
13. Participates in professional development opportunities and trainings as suggested by the Program Director.
14. Attends all program staff meetings and participates in regularly scheduled individual supervision with the Program Director.
15. Completes training and other program-related reports as requested.
16. Performs additional duties as assigned by the Program Director.

General Requirements:


Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to perform the essential functions.

Education/Experience:

At least two (2) years documented college credit or an Associate of Arts (A.A.) degree from an accredited university or college is required. At least two (2) years of work experience in direct training, training coordination or a similar role is required. Prior experience working in the Home Care Services field is strongly preferred.

Language Skills:

Must be bilingual (English & Spanish); Must be able to understand and proficiently read, write and speak in both languages. Ability to develop instructional documentation such as training curriculum and manuals in both languages. Ability to engage in public speaking and training in both languages, demonstrating confidence and comfort.

<p>Position Description Title: Training Coordinator Department: Home Care Services Last Revised: February 2020</p>	
---	--

Computer Literacy & Knowledge Skills Abilities:

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

Mathematical Skills:

College-level mathematical skills are required. Ability to prepare statistical reports regarding program services and training activities.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. Training Coordinator interacts regularly with multi-level HCS staff and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must develop and maintain strategic relationships with community partners. Must create and maintain a congenial work environment within the Home Care Services program, modeling and initiating resolution strategies, when needed.

Decision Making Authority:

Under the guidance of the Program Director, the Training Coordinator must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

People Management:

This position does not supervise others.

Other:

Professional image and presentation expected at all times.

Must possess excellent interpersonal skills and effective communication skills.

Prior experience effective training ability is preferred.

Must possess good time management and organizational skills.

On rare occasions, must be willing to work a flexible schedule, including evenings or Saturdays.


Must be able to travel to other locations, if needed, as part of professional development trainings, conferences or other events.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, sit, talk and hear. The employee frequently is required to use hands.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

<p>Position Description Title: Training Coordinator Department: Home Care Services Last Revised: February 2020</p>	
---	--

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations, which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____