



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T0873	Title:	Senior Instructor
Date:	July, 2020	Department:	Organization Effectiveness Operations
FLSA:	Exempt	Reports To:	Manager, Learning Program Delivery
Grade:	13	Approved By:	SVP, Organization Effectiveness

POSITION PURPOSE

Provides high quality learning and development services on any/all applications, technologies, workforce development and strategic initiatives for Trinity Health. Responsible for facilitating learning and development events and experiences, both in the classroom and virtually, and conducting preparatory and post session processes. Leads initiatives to produce educational deliverables and other learning solutions. Customizes learning programs, courses, presentations, and guides when needed. Conducts training and other learning and development experiences utilizing a variety of delivery methods and techniques.

Develops and maintains collaborative relationships with clients, stakeholders, management and internal staff. Provides guidance to Program Delivery and other Organization Effectiveness Operations colleagues in the application of learning and development methodologies, processes, procedures, standards, tools and best practices. Serves in a consultative role providing subject matter expertise for learning and development programs and services offered by Organization Effectiveness.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates, and demonstrates the Trinity Health Mission, Vision, and Values in behaviors, practices, and decisions.
2. Delivers learning and development experiences, including training, to colleagues of all levels including Senior Leadership with the ability to facilitate at an intermediate to advanced level of proficiency.
3. Serves as a Trinity Health facilitator for Trinity Health formal learning programs and curriculums using instructor-led, virtual learning or other delivery methods to maximize transfer of knowledge and build learners' skills.
4. Understands and consistently applies best practice techniques for facilitation. Knows and applies multiple techniques for engaging a group, problem solving, dealing with group/team conflict, decision-making, promoting creativity and raising energy. Maintains control of the session and an appropriate pace.

5. Identifies training needs and defines appropriate learning and development solutions for both internal and external customers.
6. Customizes learning and development programs and course curriculum. Prepares course materials, documentation, guides, manuals, job aids and e-learning modules.
7. Leads department internal work groups focused on the delivery of learning modalities with a focus on learning and development process and improvement initiatives.
8. Serves as a role model to learning program delivery and other Organization Effectiveness colleagues to enhance skills and capabilities in order to improve the quality and delivery of products and services.
9. Leads, supports, and demonstrates High Impact Learning and other select development methodology and tools.
10. Serves as an education consultant on colleague and leadership development. Works one-on-one or with groups of leaders to support talent development processes. Participates in Success Case Evaluations of training programs.
11. Collaborates with learning experience designers and subject matter experts to review training and other learning and development content and solicit examples to use in course presentations and to continuously improve learning and development programs.
12. Develops and maintains interactive and collaborative relationships and partnerships with clients, stakeholders, vendors and key industry leaders. Keeps abreast of current learning and development methodologies, practices and tools. Attends meetings and seminars to obtain information for improving personal effectiveness and/or training materials.
13. Communicates in and demonstrates effective communication in an open, non-judgmental, empathetic, flexible and compassionate style during one-on-one or large group presentation sessions.
14. Other duties as needed and assigned by the manager.
15. Maintains a working knowledge of applicable Federal, State, and local laws and regulations, Trinity Health's Organizational Integrity Program, Standards of Conduct, as well as other policies and procedures in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in Education, Organizational Development, Communication, Business, Health Care, Learning and Development, Instructional Design, Education, Information Technology or related field or an equivalent combination of education and experience. Master's degree preferred. Some knowledge of and experience with a healthcare business environment also preferred.
2. Minimum five (5) years' experience in delivering interpersonal-skill and technical educational programs and course curriculum, preferably in a blended learning environment, i.e. classroom and virtual. Reasonable knowledge of and experience with ADDIE/SAM

methodology in the development of training and performance support tools.

3. Ability to facilitate and lead one-on-one or large group development sessions. Ability to work with or lead teams. Strong human relations and interpersonal skills. Demonstrated ability to establish effective relationships with external business professionals, System Office and ministry organization contacts.
4. Comprehensive knowledge of and experience with personal computers, peripherals and software. Knowledge of Microsoft Office Suite (i.e., Word, Excel, Access, PowerPoint, Project, Sharepoint, Visio).
5. Knowledge of instructional design/development authoring tools (i.e. Captivate, Snag IT, Adobe, etc.) and database structures is preferred.
6. Working knowledge of a Learning Management System (LMS).
7. Ability to manage learning and development projects, provide general consulting and assess training and other learning and development needs.
8. Ability to learn and keep current with new and updated software applications/programs and industry standards.
9. Strong organizational skills and attention to detail.
10. Excellent written and oral communication skills. Ability to collaborate with various individuals and groups in order to evaluate, conduct and organize education to support Trinity Health. Ability to professionally interface and develop relationships with clients, vendors and stakeholders. Excellent human relations skills and a well-developed customer service orientation.
11. Strong problem solving skills. Ability to respond to general questions and issues in an accurate and timely manner in accordance with pre-defined service level agreements.
12. Must be comfortable in a collaborative, shared leadership environment.
13. Must possess a personal presence that is characterized by a sense of honesty, integrity, and caring with the ability to inspire and motivate others to promote the philosophy, mission, vision, goals, and values of Trinity Health.

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. Travel is required up to 20-35% - May vary pending base location and assignments) as business needs dictate to ministries, with responsibility to schedule and facilitate personal meetings on a variety of ongoing strategic initiatives and planning responsibilities.
2. Ability to work flexible schedules. Some clients, including physicians, afternoon, and midnight shift employees may necessitate offering classes outside of normal business hours.
3. Colleague must be able to stand, walk, squat and lift training room equipment when maintenance or moves are necessary. When training, standing may be required for several

hours at a time.

4. Ability to work with clients with a variety of learning abilities or who may have difficulty learning how to use personal computers and applications.
5. Must possess the ability to comply with Trinity Health policies and procedures.