



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T1638	Title:	Lead Instructor
Date:	July, 2020	Department:	Organization Effectiveness Operations
FLSA:	Exempt	Reports To:	Manager, Learning Program Delivery
Grade:	14	Approved By:	SVP, Organization Effectiveness

POSITION PURPOSE

Facilitates, coordinates and implements learning and development experiences, including training, for workforce development in support of Trinity Health strategic initiatives. Interfaces with and maintains an evolving working relationship with key stakeholders system-wide. Builds effective relationships with participants at various organizational levels including colleagues, leaders, senior leaders and executives. Serves as an organizational resource in coaching, facilitation, and adult learning methodology.

Responsible for customizing and facilitating learning and development experiences and conducting preparatory and post learning experience processes. While conducting learning experience, including training, creates and maintains a productive and safe environment in which participants with diverse styles and cultures can engage in an interactive environment that focuses on achieving the learning and development. Utilizing proven group dynamic principles, guides the group through learning experiences. Utilizes varied proven adult learning techniques to engage groups in problem solving and decision making. Leads, consults and serves as a program delivery lead for departmental learning and development initiatives in collaboration with Organization Effectiveness work teams.

Interfaces with and maintains working relationships with leadership and key Ministry organization and System office groups.

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 advanced level of proficiency.

3. Facilitates workforce development sessions for all colleagues in live or virtual sessions or workshops, or via other learning and development delivery mediums. Partners with ministries to continue to promote and execute learning and development opportunities for leaders and colleagues across the organization.
4. Facilitates learning and development experiences such as workshops, sessions and curriculums using instructor-led, virtual learning or other delivery methods to maximize transfer of knowledge and build learners' skills.
5. Demonstrates mastery in various curriculum/programs/content areas, facilitation techniques and provides colleague mentorship such as through formal and informal train the trainer session(s). These sessions may include shadowing, grounding conversations, providing both positive and constructive feedback on facilitation performance, and assigning modules to develop facilitation skills.
6. Leads, consults, and serves as an learning and development lead for departmental training initiatives in collaboration with Organization Effectiveness work teams.
7. Arranges and conducts pre-learning and development experience needs analysis with team leader to assess overall strengths, challenges, business issues and desired session outcomes as needed.
8. Oversees tactical planning for learning and development experiences including session workshops. Participates in post session planning activities with other Program Delivery and Organization Effectiveness colleagues and leaders. Conducts pre-session needs analysis with team leaders to determine overall team progress and needs. Coaches team leaders in preparation of learning and development experiences. Customizes learning and development experience materials and agenda as necessary to accomplish objectives.
9. Plans and facilitates meetings to promote sustainment of Trinity Health strategic training initiatives (i.e., Leadership Development; workforce development, etc.).
10. 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, and promoting creativity. Maintains control of the session and an appropriate pace.
11. Serves as an internal Trinity Health consultant on leadership and workforce development initiatives and tools. Leads, supports and demonstrates the High Impact Learning process.
12. Participates with internal work groups at System Offices and our Ministries focused on the delivery of a specific learning modality.
13. Participates on teams focused on learning and development process and improvement initiatives.
14. 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 learning and

development experiences including training material improvement.

15. Demonstrates a working knowledge of core competencies which address basic knowledge areas specific to learning professionals.
16. Demonstrates effective communication in an open, non-judgmental, empathetic, flexible and compassionate style during one-on-one or large group presentation sessions.
17. Maintains a working knowledge of applicable Federal, State and local laws/regulations; the Trinity Health Integrity and Compliance Program and Code 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 experience in a service or organizational development role within a health care setting also preferred.
2. Minimum five (5) to seven (7) years' experience with extensive knowledge/experience in facilitation, training, coaching, instructional design and assessments (i.e. 360 etc.)
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 and demonstrated ability to establish effective relationships with external business professionals, home office and ministry organization contacts.
4. Ability to facilitate and lead both live and virtual sessions ranging from one-on-one to large group development sessions. Ability to work with or lead teams. Strong human relations and interpersonal skills and demonstrated ability to establish effective relationships with external business professionals, home office and ministry organization contacts.
5. Comprehensive knowledge of and experience with personal computers, peripherals and software. Knowledge of Microsoft Office Suite (i.e., Word, Excel, Access, PowerPoint, Project, Visio, Virtual Desktop)
6. Knowledge of instructional design/development authoring tools (i.e. Captivate, Snag IT, Knovio, etc.) and database structures.
7. Working knowledge of a Learning Management System (LMS).
8. Excellent organizational, planning, and problem-solving abilities. Ability to provide leadership and oversight for day-to day operations and services.
9. Ability to communicate in an open, non-judgmental, empathetic, flexible and compassionate style. Strong and effective facilitation skills. Ability to listen to and engage others in one-on-one or large group discussions.

10. Ability to work and interact with a wide range of colleagues and Trinity Health leaders. Ability to exhibit tact and diplomacy in developing and maintaining positive working relationships.
11. Effective facilitation, presentation and public speaking skills. Ability to articulate with ease the values of the organization and demonstrate a professional commitment to Trinity's mission, vision and core values.
12. A personal presence which 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 WORKING CONDITIONS

1. Must be able to set and organize own work priorities and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles. Ability to concentrate, meet deadlines, work on several projects simultaneously and adapt to interruptions.
2. Operates in a typical office environment. The area is well-lit, temperature controlled and free from hazards.
3. Communicates frequently, in person, written and verbal with people in all locations on product support issues. Hearing is needed for extensive telephone and in person communication.
4. Manual dexterity is needed in order to operate a computer keyboard.
5. Incumbent 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.
6. 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.