

## DIRECTOR OF TRAINING AND EDUCATION

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for directing, developing and implementing a comprehensive hospital staff development, education and organizational development program for the Westchester Medical Center. The incumbent will direct, design and market appropriate training seminars, conduct JCAHO preparation classes, conduct needs assessment and provide on-going training to ensure professional growth and development for Medical Center employees. Supervision is exercised over professional and support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Designs and directs hospital staff development program;

Delivers training seminars and programs and guides professional trainers in effective delivery techniques;

Assesses training, staff development and educational needs for all Medical Center staff and designs programs to meet those needs;

Confers with management and administrative staff to ensure development programs are consistent with operational needs, organizational goals and JCAHO requirements;

Coordinates staff development programs with individual Medical Center departments to ensure consistent effort, better utilization of resources, avoidance of duplication and better financial administration of programs;

Develops informational and educational materials for conferences and seminars and ensures comprehensive marketing and communication plans for programs;

Develops performance evaluation program for staff to determine appropriate training needs and assessment of personal growth and improvement;

Conducts special studies and researches sources in order to develop and conduct training programs consistent with trends, ensuring compliance with regulatory changes;

Attends seminars and conferences on innovative human resource and management techniques in order to keep abreast of new concepts and training methods;

Confers with department managers and supervisors to develop on-the-job training procedures and courses to correct problems or to familiarize staff with new programs, policies or procedures.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the theory, principles and techniques of management, staff development and training; familiarity with the internal organization and functioning of a hospital; ability to plan and implement training programs including course outlines and lesson plans; ability to evaluate the effectiveness of training programs; ability to prepare detailed written reports and procedures; ability to establish and maintain effective working relationships; ability to train, supervise and motivate professional and non-professional employees; initiative and creativity in recommending policy review or revision and developing procedural changes to improve and economize program services; good verbal skills; resourcefulness; neat appearance; tact; good judgment; physical condition commensurate with the demand of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and five years of training and staff development experience, two years of which must have been at a supervisory level in a health care setting.

SUBSTITUTION: A Master's Degree in Human Resource Management, Business or Personnel Administration, or a related field, may be substituted for one year of general experience only.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.