



TRINITY HEALTH POSITION DESCRIPTION

Job Code:	T0542	Title:	Instructor
Date:	July, 2020	Department:	Organization Effectiveness Operations
FLSA:	Exempt	Reports To:	Manager, Program Delivery
Grade:	12	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. Customizes learning programs, courses, presentations and guides as needed. Conducts training and other learning and development experiences utilizing a variety of delivery methods and techniques, and develops and maintains collaborative relationships with clients, stakeholders, management and internal staff. Receives guidance from Senior/ Lead Instructors and other Organization Effectiveness Operations senior/lead colleagues in the application of learning and development methodologies, processes, procedures, standards, tools and best practices.

ESSENTIAL FUNCTIONS

1. Knows, understands, incorporates and demonstrates the Trinity Health (TH) Philosophy, Mission, Vision and Core Values in leadership behaviors, practices and decisions
Embraces the actions and acts as a champion to model throughout the organization.
2. Facilitates learning and development experiences and instructs training courses for Trinity Health colleagues. Prepares materials; maintains and troubleshoots equipment; schedules and communicates courses for various locations as needed.
3. Conducts learning and development experiences, including training, utilizing a variety of delivery methods, techniques and presentation styles, i.e., instructor led live virtual learning (on-line live), interactive simulations, one-on-one individualized sessions, e-learning, etc. in order to best engage the learner.
4. Participates on a team to produce learning and development deliverables for internal and external customers. Identifies learning and development needs, including training, and defines appropriate solutions.
5. Customizes learning and development programs and course curriculum. Prepares

course materials, documentation, guides, manuals, job aids and e-learning modules.

6. Interfaces with clients, stakeholders and management to provide appropriate learning and development experiences, including training solutions, in order to attain desired business goals while achieving learning and development objectives. Provides subject matter expertise relative to learning and development methodologies, processes, procedures, standards, tools and best practices.
7. May lead internal department work groups focused on the delivery of a specific learning modality and participates on teams focused on learning and development process and improvement initiatives.
8. 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.
9. Responds to general questions and issues in talent development methodologies, processes, standards and best practices. May collect data to report on and analyze training services being offered.
10. Maintains a working knowledge of applicable Federal, State and local laws and regulations, Trinity Health Corporate Integrity Program, Code of Ethics, 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, Information Technology or related field or an equivalent combination of education and experience. Some knowledge of and experience with a healthcare business environment preferred.
2. Three (3) to five (5) years experience in delivering software application and/or workforce development educational training programs, and course curriculum, preferably in a blended learning environment, i.e. classroom and virtual. Reasonable knowledge of and experience with ADDIE methodology in the development of training and performance support tools.
3. Experience in delivering software application and/or workforce development educational training programs, and course curriculum, preferably in a blended learning environment, i.e. classroom and virtual. Reasonable knowledge of and experience with ADDIE methodology in the development of training and performance support tools.
4. Ability to facilitate Instructor Led Training (ILT) and virtual classes.
5. Ability to develop basic level materials (job aids, Quicktips, etc.) to support training.
6. Comprehensive knowledge of and experience with personal computers, peripherals and software. Knowledge of Microsoft Office Suite (i.e., Word, Excel, Access, PowerPoint, Project, Visio, SharePoint, Virtual Desktop).
7. Basic level knowledge of instructional design/development authoring tools (i.e. Captivate,

Snag IT, Adobe, etc.) and data structures (i.e. Quickbase, etc.).

8. Working knowledge of a Learning Management System (LMS).
9. Awareness of current learning industry standards and trends.
10. Strong organizational skills and attention to detail.
11. Excellent written and oral communication skills.
12. 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.
13. Must be comfortable in a collaborative, shared leadership environment.
14. 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 WORKING CONDITIONS

1. Travel (up to 20-35% - May vary pending base location and assignments) to client and company locations as needed to ensure that training can be offered at other health center sites.
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. 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.
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. Ability to respond to changing work priorities.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of duties so assigned.