Job Class Profile: Staff Training and Development Co-ordinator

Pay Level: CG-37 **Point Band:** 814-847

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	3	3	5	5	5	1	2	
Points	280	100	19	14	150	108	103	21	21	816

JOB SUMMARY

Performs professional and administrative work in the planning, development, delivery, evaluation, and implementation of staff development and training programs for a government department, health care authority and related boards and agencies. Work includes the planning, design and implementation of all staff development and training programs and the evaluation, modification and improvements in program design. Conducts and evaluates current educational programs as well as participates in the assessment of continuing educational needs of staff.

Key and Periodic Activities

— Participates in the assessment of continuing educational needs of personnel by identifying training and staff development needs in terms of the goals of the institution. Consults with departmental/agency stakeholders to compile and prepare a needs based annual learning and development plan.

— Plans, designs, develops, delivers, evaluates and implements staff development, training and educational services for all staff within an organization.

— Researches and updates training programs to keep current with trends and legislation.

— Provides assistance and guidance to management regarding learning initiatives and in the planning and conducting of orientation programs for all new staff members.

— Reviews and evaluates training and educational activities on an ongoing basis and assists in the planning and development of policies and procedures on staff development and training.

— Researches and distributes current resource material; assesses and recommends possible external products and services to meet the learning needs of staff. Ensures personnel are aware of educational programs and provides information and assistance to personnel applying for scholarships and bursaries.

— Demonstrates new procedures for staff in the use of new equipment; teaches methods of work organization to staff.

— Discusses management and performance evaluation techniques with supervisory staff as well as suggests and plans programs to assist with alleviating identified problems.

— Makes frequent visits to all departments, notes their procedures and comments in relation to all other departments with the intent of cutting down on problem areas and improving relationships.

— Participates in training and implementing hospital wide fire and disaster plans; attends and participates in departmental meetings and plans educational programs for same.

— Performs various administrative duties related to training programs including co-ordinating training delivery logistics, such as course scheduling, recruitment and evaluation of resource personnel and preparation of training aids.

Key and Periodic Activities

— Conducts research projects as required and reports findings to management personnel.
— Designs, develops and prepares course curriculum, facilitator guides and participant workbooks.
— Participates in a variety of committees.

SKILL

Knowledge

General and Specific Knowledge:
— Adult learning principles.
— Learning needs assessment.
— Program design and development.
— Trends in staff development and training.
— Organizational Development.

Formal Education and/or Certification(s):
— Minimum: Undergraduate Degree in Business, Education or a Health discipline.

Years of Experience:
— Minimum: 2 – 3 years of experience in the development and delivery of training programs.

Competencies:
— Computer skills.
— Presentation skills.
— Facilitation skills.
— Research skills.

Interpersonal Skills

— A range of interpersonal skills are utilized and include listening to information from staff and asking questions regarding continuing education needs; providing routine and complex information while instructing, training, and providing educational services for all staff; facilitating meetings with management regarding orientation programs for new staff members; making formal presentations; promoting staff development and gaining the co-operation of staff members to plan and design staff development and training programs.
— Communications occur with employees within the immediate work area, department and throughout the organization during training and educational sessions as well as supervisors and managers to discuss and plan staff development and learning needs. External communications are less frequent and may include contractors/suppliers for the supply of products/services.

EFFORT

Physical Effort

— Work demands do not typically result in fatigue, requiring periods of rest.
— Lifting and moving is required to gather and compile educational materials and to assist in the organization of training sessions by moving boxes of educational materials, supplies and related training equipment, typically weighing less than 10 lbs. Gross motor skills are used in the transport of training materials.
— Sitting, standing and walking are required to perform work tasks. Sitting to perform computer

administrative work and research; standing and walking to deliver training and educational services.

— Occasionally required to drive to and from training locations.

— Fine finger or precision work is required to operate a computer to complete administrative work and perform research.

Concentration

— **Visual** concentration is required to perform computer work such as research and developing presentations, training documents and manuals.

— **Auditory** concentration is required to deliver training and educational sessions and discuss staff development and training needs.

— **Repetition requiring alertness** is evident when reviewing and evaluating training and educational activities on an ongoing basis.

— **Time pressures and deadlines** exist to have staff development and training programs ready for delivery.

— **Interruptions** occur when management and staff have questions regarding staff development and training opportunities.

— **Eye/hand co-ordination** is required to operate a computer and demonstrate new procedures to staff in the use of new equipment.

— **Exact results and precision** work is required to complete administrative tasks including scheduling courses and facilities and to prepare training aids.

Complexity

— Tasks tend to be different but related to the learning and development needs of the organization and tend to be well defined.

— Typical challenges would relate to the planning, design and implementation of staff development and training programs including the evaluation and modification of program design. Work involves the identification of training needs which includes discussions with managers and staff. The most typical challenge is identifying skill gaps and developing solutions to meet the identified need.

— Creative problem definition and analysis and the development of solutions are required. As skill and knowledge gaps are identified, meets with management to develop training solutions to meet the identified need.

— References available to address typical challenges and assist with the development of solutions include: learning needs assessments; resource guides, HR Policy manual, Competency Development Framework; organizational policies and procedures; professional standards; local, provincial, national and international guidelines established by professional agencies (i.e. Canadian Heart and Stroke Foundation, Canadian Health Care Educators Association) and management personnel.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks and activities are moderately prescribed or controlled.

— Work is performed with considerable initiative and independent judgement and is subject to the general direction of a supervisor to ensure adherence to organizational policies and procedures.

— Independently develops and implements staff development and training plans and needs analysis. Following a needs assessment, recommendations are expected to address any

identified skill gap/challenge.

— Conducts and evaluates current educational programs. Determines training venues in accordance with applicable policies and regulations.

— Supervisory approval is required to implement new staff development and training programs and approve related financial commitments for logistics (i.e. travel, purchases).

— Discretion and judgement are utilized to organize the scheduling and delivery of staff development and training programs.

Impact

— Work tasks and activities are primarily felt within the immediate work area, department and throughout the organization. Needs assessment, recommendations and implementation impacts skill and knowledge levels of employees throughout the organization. Work involves the co-ordination of training programs including the planning, design, implementation and evaluation of all training programs within an organization.

— Results of work tasks and activities directly impact information in terms of content of staff development and training programs; facilities and material resources required for training and educational sessions; finances (i.e. training related expenditures) and human resources (staff development) throughout an organization.

— Consequences of mistakes or errors are typically felt within the immediate work area, department and organization as well as on staff participating in staff development and training programs. Mistakes could lead to delays or cancellation of programs while inaccurate information could lead to a negative impact on staff. An error in assessing and developing solutions to training needs could result in the particular skill gap remaining.

— Consequences of mistakes or errors are typically identified and resolved within a 24 hour time period.

Development and Leadership of Others

— Not responsible for the supervision of staff.

— Provides feedback to staff during training sessions.

— Provides orientation to new staff.

WORKING CONDITIONS

Environmental Working Conditions

— Does not require any special precautions or safety equipment.

— Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injury resulting in partial or total disability.

— Exposed to computer glare, and required to drive to various training sites.