JOB DESCRIPTION
TRAINING SERVICES MANAGER

JOB TITLE: Training Services Manager
DEPARTMENT: Training Services
REPORTS TO: COO
FLSA STATUS: Exempt
EFF. DATE: June 2020

SUMMARY OF PURPOSE AND RESPONSIBILITY

Responsible for management of NCFH Training Services to include development of health center staff workforce development training programs, provision of training services and supervision of staff. Training services include: on-site and regional trainings, virtual training, webinars, annual conference planning, and hands-on technical assistance services.

LEADERSHIP AND SUPERVISION

Employee receives general supervision from the COO. Employee has direct managerial and supervisory responsibility for assigned staff.

NATURE/METHOD OF WORK

Work is at a management level, requiring application of professional theory and practice. Duties are performed independently, with many priorities and work plans developed by the employee with consultation from the COO. Communication with individuals and various organizations is extensive. The employee’s work includes extensive interaction with members of the profession and other agencies, as well as those in the field, and contributes directly to the establishment of organization goals and objectives.

QUALIFICATIONS

Job duties require a managerial and professional level of knowledge in health care administration or health policy, at the educational/experiential equivalent of a Master's degree program in health care administration, public health, social work, psychology or related fields; extensive practical work experience, preferably in a community health center environment, including at least three years of management or supervisory experience. High level of written and verbal communication skills, including presentation and public speaking, is required. Bilingual skills preferred.

WORK ENVIRONMENT & CONDITIONS

Work is typically performed in a normal office environment. Occasional travel, including overnight stays, is required.
### Responsibilities/Duties

**1. Manages, develops and implements a broad range of training programs**

- Supervises staff responsible for the development and provision of training services.
- Oversees the development of new training programs and modifications of existing training services to include pilot testing and final production. Training curricula and accompanying materials for multi-disciplinary groups include: administrators, board members, managers and supervisors, front-line staff, and paraprofessional staff.
- Leads new efforts as outlined in the NCFH base grant to include Board Member training, Cultural Competency, Migrant Health Certification training, etc.
- Responsible for maintaining and updating training materials for national dissemination.
- Develops and implements marketing strategies for training services.
- Provides oversight and guidance to Distance learning services.
- Manages Regional Stream Forums, and provides direct oversight for Midwest Stream Forum.
- Serves as point of contact for all abstracts submitted to national, state or regional conferences.
- Responsible for conducting QA of training services to include monitoring delivery, editing and review.
- Works closely with COO and evaluation team in developing program evaluation and maintaining reports required by funding agencies.
- Actively participates in the determination of ROI and value of NCFH training services.

**2. Provides Consultation, Training and TA services to C/MHC staff and other Constituents/ Clients**

- Conducts training needs assessment with C/MHCs and other partners requesting services.
- Oversees the negotiation of training, workshops and provision of TA to C/MHCs and PCAs.
- Provides technical assistance and training in specific areas of expertise.
- Conducts presentations and training at state, regional and national conferences.

**3. Other Duties**

- Participates in FORC and grant writing team.
- Participates in a Strategic Planning Task Force.
- Participate in health education product development as needed. Work with other team members in the development of tools, pilot testing and dissemination activities.
- Serve as a co-translator of training materials and products as needed.