

## STAFF DEVELOPMENT SPECIALIST (HOSPITAL PERSONNEL)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Director of Training and Education, an incumbent of this class is responsible for coordinating, developing and conducting training sessions for all levels of employees; assisting in JCAHO-related activities; providing administrative support to the WMC Employee Advisory Councils and acting as liaison with Hospital Administrators for the Councils. Supervision is not a responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Prepares materials, coordinates and conducts a comprehensive employee orientation program;

Confers with administrators, department heads and directors to identify and assess training needs and organize training programs designed to enhance and develop the interpersonal and technical skills of assigned personnel;

Prepares and conducts training programs designed to enhance basic skills, improve life skills and increase awareness of good patient relations;

Identifies, secures, and coordinates out-of-house training expertise and programs when necessary;

Coordinates participation/training of WMC employees in Hospital programs and authorized seminars to improve skills;

Coordinates and attends Employee Advisory Council Meetings, both Executive and regular meetings, confers with hospital administrators to resolve problems, expedite projects and respond to questions of the Councils;

Coordinates special projects and activities sponsored by WMC Administration and the Employee Councils;

Assists in conducting JCAHO-related activities including statistical reporting on competency assessment analysis and trends, training, and employee appraisal rates;

Conducts special projects or studies relating to a variety of personnel or training issues;

Maintains in-house audio-visual and written training material;

Keeps abreast of the latest developments, practices and techniques used in the field of staff development and training;

Uses computer applications or other automated systems such as spreadsheets, work processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the practices and techniques of staff development and training; knowledge of the regulations and codes of the Joint Commission on the Accreditation of Hospitals (JCAHO) as it relates to Human Resources; familiarity with the organizational structure and staffing needs of a large hospital; ability to plan and implement training programs; ability to evaluate the effectiveness of training programs; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with all levels of employees, particularly medical professionals serving in an administrative capacity; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; sound judgment; initiative; tact; resourcefulness; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and three years of experience developing and conducting training needs assessment and training programs for a large number of employees/students, involving employee training, staff development, adult education or corporate education.

SUBSTITUTION: A Master's Degree\* in Public, Business, Health Care, or Nursing Administration, or in Education may be substituted for 1 year of the above stated experience.

\*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.

NOTE: Possession of a valid New York State Driver's license at the time of appointment.