



## **JOB DESCRIPTION**

### **Clinical Training Specialist**

**Reporting to:** Director, Training & Professional Development

**EEO Category:** Professionals

**Clinical Supervisor:** N/A

**Created:** 9/22/2017

**FLSA Classification:** Non-Exempt

**PRO:** Support Positions

**Location:** Noblesville Administration

**Last Modified Date:** 10/01/2019

#### **POSITION SUMMARY**

Training and professional development is one way our organization shows it cares about our staff and clients. We want our staff prepared to pursue excellence. This position shall assist in the development and implementation of new and existing trainings for staff with an emphasis on OBHP staff. This position is also responsible for tracking training requirements and administering required trainings via the use of the Relias Learning Management System.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Staff Development**

- Assist in the development of strategic clinical training plan for clinical staff and managers that is in line with the overall agency strategic plan and Annual Plan for Services
- Communicate regularly with DMS regarding staff development needs in their respective areas; to include attending meetings and staffings as necessary
- Train and develop new and existing staff individually and in group settings on topics identified by DMS and Director, Training & Professional Development
- Assist in the development of competencies for OBHP staff
- Train OBHP staff in topics and competencies as assigned to include but not limited to: Skills training, Crisis Prevention, Progress Note Writing, Engagement and Rapport Building, C/ANSA and Suicide Risk Assessment
- Travel to provide staff development in a variety of flexible settings within the larger community
- Be a lead trainer of all 3 days of Clinical Orientation

##### **Learning Management System (LMS) Administrator**

- Develop Training Plans for new hires and existing staff and schedule these trainings.
- Enter On-Site Trainings and External Training Certificates into the LMS
- Enter new staff, remove staff, and make necessary changes to existing staff in the LMS
- Maintain administrative and clinical training files
- Utilize tools in LMS to improve the training experience for all employees
- Communicate regularly with support professionals from LMS about how to continue to improve our staff development and meet our needs as a healthcare agency

##### **Customer Service**

- Interact with staff and others in a positive, helpful and professional manner through all modes of communication
- Respond timely to inquiries from staff and/or others with a strong ability to effectively handle difficult situations with appropriate tact, respect and resourcefulness

### Coordination and Communication

- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Build and maintain a strong network of external relationships with vendors (which may include other mental health agencies, health providers, community agencies, etc.)
- Work effectively within a multidisciplinary team which focuses on client engagement, motivation, and a person's ability to change
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types

### Reporting and Documentation

- Train and teach staff regarding case and agency paperwork according to Aspire standards and as required by external agencies (C/ANSA, BPHC, KidTraks, payee, etc), as well as internal unit and organizational reports and documentation
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g. PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

### Professional Development

- Complete and maintain compliance with required trainings and/or education required for the position
- Acquire and maintain C/ANSA SuperUser certification
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, conferences and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Provide training, coaching and mentoring to staff, as assigned
- Proactively create and execute a professional development plan to stay current within field

### Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

### Position-Specific Competencies

- **Flexible:** Ability to move between multiple locations for sessions, quickly adapt to the staff and the location
- **Problem-solver** - Critical, creative thinker in solving problems and reaching goals for staff development
- **Collaborative** - Work cooperatively with staff, DMS and Director, Training/Staff Development to establish staff development needs, goals and practices
- **Detail-oriented** - Exercise organizational discipline in maintenance of accurate documentation system
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

## **CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE**

### **Education/Experience**

- Bachelor's degree in social work, psychology, or a directly-related human service field from a college/university accredited by the U.S. Department of Education required
- A minimum of two (2) years of directly related equivalent experience/competencies in a CMHC setting highly preferred
- Experience in providing care in an integrated health system highly preferred.
- Experience in Relias learning management system highly preferred

### **Other**

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Demonstrated ability to facilitate group and individual training
- Excellent written and verbal communication skills, as well as presentation skills
- Demonstrated interest and expertise in working effectively with staff
- Must be able to work independently as well as collaboratively within a team setting
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc.)
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (Google Docs, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, as well as Aspire's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to attend trainings and/or meetings
- Display a positive work ethic

## **PHYSICAL DEMANDS & WORKING CONDITIONS**

The nature of work (physical, mental and visual demands) is consistent with a high activity general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobile office environment with moderate travel within the community
- Ability to be flexible and work some evening and/or weekend hours, as needed
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.

- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to regularly lift files, open filing cabinets, climb to reach higher files and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Frequently required to be physically mobile (stand, walk, reach, use hands and fingers, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

**Background Checks**

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

**Supervisory Responsibilities**

This position has no supervisory responsibilities

**Work Hazard Category**

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

**Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

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Employee Signature

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Date

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Printed Name