



Training and Development Coordinator

JOB POSTING

Position Title:	Training and Development Coordinator	Employee Group:	Permanent Full-time
Department:	Human Resources	Classification:	Non-Union
Posting #:	T&D Coordinator Perm FT 2024-01	Hours/Week:	75 hours per pay, bi-weekly
Application Deadline:	Until filled	Hours:	Monday to Friday, nights, weekends and evenings may be required
Start Date:	ASAP		

Organization Background:

Holland Christian Homes consists of 6 Independent/Assisted Living Towers as well as Faith Manor and Grace Manor which are private, non-profit Christian Long-Term Care facilities situated in the City of Brampton in the Region of Peel. Holland Christian Homes is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who deliver care using a holistic approach to provide quality care and quality of life to individuals.

POSITION SUMMARY:

The Training and Development Coordinator is responsible for planning, designing, implementing and evaluating orientation education and training programs across the organization. Provides leadership and support for quality related initiatives. The incumbent oversees program reviews, performance metrics, and other data to ensure alignment with strategic objectives, legislative requirements, and best practice guidelines. Chairs the Education Committee.

MAJOR DUTIES AND RESPONSIBILITIES:

Education

- Respect the learning need and styles of adult learners
- Plan, design, develop, implement, and evaluate orientation, retraining, and other training and development activities
 - Develops, designs and oversees advertisements for training opportunities, staff development programs and course enrollment and publicizes training sessions to encourage maximum participation
 - Plans, designs, coordinates and/or conducts special training sessions to implement new policies, procedures, protocols, equipment, resident/client care techniques
 - Develops instructional orientation material to assist new staff and staff returning from extended leaves of absence, nursing students (RN, RPN), contractors and volunteers in becoming orientated to HCH's operations and their health and safety responsibilities.
 - Ensures that all agency/temporary staff receives task-specific orientation in order to provide safe care to the residents and be made aware of the mission and resident-focused care and behavior expectations.
 - Provides advance notice of relevant continuing education programs offered, maintain sign in sheets for all training, and attached to and retained with content presented.
 - Ensures that all programs are planned, designed and evaluated in collaboration with Department Managers.

- Maintains detailed training attendance records in the Surge learning system and updates accordingly: Master training records may be requested at any time by MoHLTC or MoL inspectors.
- In conjunction with department managers, review and revise annually or more frequently orientation programs to ensure that content reflects current state – regulatory and best practice.
 - Provide individual coaching/training for staff when deficits are identified.
 - Assist Department Managers to organize delivery of education programs within their specific departments
- Ensure staff on all shifts has access to in-service education opportunities.
 - Encourage part-time staff to attend in-service programs.
 - Ensure in-service education provides specific programs for each staff category.
 - Ensure staff has opportunities to evaluate the content and process of the orientation program.
- Complete an annual needs assessment that includes but is not limited to:
 - Assessment of staff knowledge/skills
 - Analysis of organizational needs
 - Resident needs
 - Changes in the field of long-term care
 - Standards and legislation
 - Resident substitute decision maker feedback
- Develops or facilitates the development of e-based interactive self-learning teaching packages for use of staff at all levels
- Researches and recommends changes to HCH's staff development program, based on emerging evidence-informed practices
- Manages HCH's written educational material for staff, residents and clients, including but not limited to newsletters and informational brochures

Quality

- Collaborates with the Administrators in planning, organizing, leading, documenting and reporting on HCH's Education Program, strategic planning and operational planning processes, including internal and external stakeholder consultations.
- Chair the Education Committee and maintains up to date Terms of Reference and minutes of such meetings.
- Audit and evaluate compliance of the Education Program with the Strategic Plan
- Ensure that education program, learning needs and relevant improvement measures are identified and implemented to support the strategic plan and complies with the requirements under the Fixing Long-Term Care Act.
- Complete the Annual Needs Assessment and annual program review/evaluation and then develop annual goals based on the results
- Take corrective action where it is within their authority and job scope to do so.
- Performs other duties and responsibilities as assigned by the direct supervisor

QUALIFICATIONS:

- Post-Secondary degree or diploma in adult education, organizational development, business and human resources management
- Preference given to applicants with graduate level education in health sciences or adult education.
- Experience with Learning management Systems (LMS)
- Extensive experience in staff education in a healthcare or similar organization.
- Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
- Exceptional interpersonal and customer service skills
- Exceptional abilities to manage data, spreadsheets and generate reports
- Demonstrated success in communicating with all levels of the organization that includes communicate effectively with staff, residents, families/visitors delivery/service personnel and the general public.
- Excellent problem solving, conflict resolution, and decision-making skills.
- Good judgment skills and the ability to handle and maintain confidential information
- Ability to multi-task and prioritize workload.
- Ability to work independently as well as function as part of a multi-disciplinary team.

- Ability to be proactive and take initiative where required.
- Ability to focus on assigned tasks
- Detail-oriented and professional
- Ability to effectively handle multiple tasks simultaneously
- Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
- Competence in computer applications including Microsoft Office, Excel and Outlook.
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with residents, maintain confidentiality, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- A satisfactory and current Vulnerable Sector Screening.
- Evidence of a negative 2 step TB Test, full COVID-19 vaccination and up to date immunizations including Flu Shot (unless medically exempt)

Interested and qualified applicants should forward a Resume and Cover Letter (as ONE document in PDF format) to: Human Resources e-mail: jobs@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.

Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter.

Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary."

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.