



## TRAINING AND DEVELOPMENT COORDINATOR

### JOB POSTING

<b>Position Title:</b>	Training and Development Coordinator	<b>Employee Group:</b>	Temporary Full-Time
		<b>Classification:</b>	Non-Union Management
<b>Department:</b>	Grace Manor Administration	<b>Salary Range:</b>	\$50000-\$70000 per annum
<b>Posting #:</b>	GM TDC TEMP FT 2026-01	<b>Hours:</b>	75 hours per pay; with the flexibility to cover day, evening and night shifts depending on educational needs
<b>Application Details:</b>	Submit Resume and Internal Application form		
<b>Start Date:</b>	ASAP		0830 h -0430 h

### ORGANIZATION BACKGROUND:

Holland Christian Homes consists of 6 independent/Assisted Living apartment 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. Holland Christian Homes is a growing, 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, emotional, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who respects and carries out the values associated with a person-centred approach which include rights, dignity, identity, individuality, respect, privacy, choice and independence.

### REPORTS TO:

This position reports directly to the Grace Manor Administrator, and works closely with Administrators of both Manors and department managers and all staff to support onboarding, educational, quality and risk activities. Includes other projects assigned at the discretion of the Administrators.

This is a replacement position.

### POSITION SUMMARY:

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

### Hours of Work

Standard working hours of Monday to Friday 08:30 am to 04:30 pm with flexibility of working weekends as needed as well as providing training to all shifts (day, evening and night shift)

### Major duties and responsibilities include:

#### **Education, Training and Development**

1. Respect the learning need and styles of adult learners

2. Plan, design, develop, implement, and evaluate onboarding, orientation, retraining, and other training and development activities
  - 2.1 Coordinate and facilitate the new employee onboarding process to ensure a smooth transition into the organization
  - 2.2 Develop and maintain onboarding materials, including orientation schedules, welcome packages, and training guides
  - 2.3 Collect all required documents from students on day of Mandatory Orientation Training including Lift and Transfer sign in sheet and maintain a file in SharePoint of these scanned documents.
  - 2.4 Conduct or coordinate new hire orientation sessions, introducing employees to company policies, culture and values.
  - 2.5 Develops, designs and oversees advertisements for training opportunities, staff development programs and course enrolment and publicizes training sessions to encourage maximum participation
  - 2.6 Plans, designs, coordinates and/or conducts special training sessions to implement new policies, procedures, protocols, equipment, resident/client care techniques
  - 2.7 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.
  - 2.8 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.
  - 2.9 Provides advance notice of relevant continuing education programs offered, maintain sign in sheets for all training, and attached to and retained with content presented.
  - 2.10 Ensures that all programs are planned, designed and evaluated in collaboration with Department Managers.
3. Maintains detailed training attendance records in the Surge learning system and updates accordingly: Master training records may be requested at any time by MLTC or MOL inspectors.
4. 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.
5. Serve as an educational resource to all managers and committees in identifying and responding to the learning needs of staff
  - 5.1 Provide individual coaching/training for staff when deficits are identified.
  - 5.2 Assist Department Managers to organize delivery of education programs within their specific departments
  - 5.3 Collaborate with all Department Managers and produce a monthly education calendar targeting areas of improvement through education/training
6. Ensure staff on all shifts has access to in-service education opportunities.
  - 6.1 Encourage part-time staff to attend in-service programs.
  - 6.2 Ensure in-service education provides specific programs for each staff category.
  - 6.3 Ensure staff has opportunities to evaluate the content and process of the orientation program.
  - 6.4 Provide in-service education, and huddles for all shifts (day, evening and night) and/or including weekends on the units as needed
7. Complete an annual needs assessment that includes but is not limited to:
  - 7.1 assessment of staff knowledge/skills
  - 7.2 analysis of organizational needs
  - 7.3 changes in the field of long-term care
  - 7.4 standards and legislation
  - 7.5 Resident/substitute decision maker feedback
8. Develops or facilitates the development of e-based interactive self-learning teaching packages for use of staff at all levels
9. Researches and recommends changes to HCH's staff development program, based on emerging evidence-informed practices

10. Manages HCH's written educational material for staff, residents and clients, including but not limited to newsletters and informational brochures

### **Quality**

1. 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.
2. Chair the Education Committee and maintains up to date Terms of Reference and minutes of such meetings.
3. Audit and evaluate compliance of the Education Program with the Strategic Plan
  - 3.1 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.
  - 3.2 Complete the Annual Needs Assessment and annual program review/evaluation and then develop annual goals based on the results
4. Take corrective action where it is within their authority and job scope to do so.

### **Interdisciplinary Relations and Communication**

1. Maintain open lines of communication with other departments in regards to any needs.
2. Communicate with departmental staff or management to carry out HR services and in HCH.
3. Performs other duties and responsibilities as assigned by the direct supervisor

### **Risk Management and Quality Improvement**

1. Participate in Quality Improvement initiatives.
2. Commitment to continuing competence through quality improvement.
3. Participate in developing and reporting on key performance indicators (KPIs) that support business decision making, and quality improvement plans (QIPs) that are aligned with both legislative and organizational objectives.
4. Lead RNAO BPSO and BPGs initiatives
5. Collaborate with Department Managers to organize education modules focusing on quality improvements

### **Qualifications:**

1. A Registered Practical Nurse with a valid Ontario Certificate of Competence from the College of Nurses of Ontario.
2. Registered with a professional (Regulated Health Profession) College. Preference given to applicants with graduate level education in health sciences or adult education.
3. Extensive experience in staff education in a healthcare or similar organization.
4. Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
5. Exceptional interpersonal and customer service skills
6. Exceptional abilities to manage data, spreadsheets and generate reports
7. 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.
8. Excellent problem solving, conflict resolution, and decision-making skills.
9. Good judgment skills and the ability to handle and maintain confidential information
10. Ability to multi-task and prioritize workload.
11. Ability to work independently as well as function as part of a multi-disciplinary team.
12. Ability to be proactive and take initiative where required.
13. Ability to focus on assigned tasks
14. Detail-oriented and professional
15. Ability to effectively handle multiple tasks simultaneously



16. Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
17. Competence in computer applications including Microsoft Office, Excel and Outlook.
18. 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.
19. A satisfactory and current Vulnerable Sector Screening.

**Interested and qualified applicants should forward a resume and cover letter in Word or PDF format (as ONE document), indicating the Posting Number to Human Resources at [jobs@hch.ca](mailto:jobs@hch.ca)**

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*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 inform Human Resources.*

*Positions will be awarded based on Seniority as defined by the Collective Agreement.*

**Disclaimer:** In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.