

 <p><b>NORTHERN HEALTH REGION</b></p>	<i><b>Job Description</b></i>			
	<b>Job Title:</b>	<b>Regional Trainer</b>		
	<b>Department:</b>	Organization & Staff Development		
	<b>Section:</b>	1 – Administration		
	<b>Employee Group:</b>	OOS	<b>WS#: (FAC)</b>	NA
	<b>Issue Date:</b>	July 27, 2020	<b>Last Edit Date:</b>	July 12, 2021

<b>Summary:</b>	<p>Responsible for providing training and administrative support to Organization &amp; Staff Development (OSD) in collaboration with the OSD Team. This requires expertise in assessment/analysis, design, development, delivery, and evaluation of Northern Health Region (NHR) education programs for all employees in online, face-to-face, and blended formats. This position functions effectively in a dynamic and demanding environment utilizing time management, organizational skills, prioritization and effective communication.</p> <p>The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Person, Child Abuse Registry check and Adult Abuse Registry check, and adhere to all Northern Health Region policies and procedures.</p>
<b>Reports to:</b>	OSD Coordinator
<b>Competencies / Requirements:</b>	
<b>Degrees, Certificates and Licenses:</b>	<ul style="list-style-type: none"> <li>• Grade 12 education or equivalent</li> <li>• Completion of post-secondary education in office administration and/or continuing education through a business school or college (combinations of education and experience may be considered)</li> <li>• Completion of a recognized Medical Terminology course, or obtain within twelve (12) months of commencing employment</li> <li>• Certified Basic Life Support Instructor, or obtain within six (6) months of commencing employment; maintenance of certification is required</li> <li>• Managing Food Safety Instructor, or obtain within six (6) months of commencing employment; maintenance of certification is required</li> <li>• Valid Manitoba Class V driver's license, access to a vehicle, and willingness to travel the region year-round</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Computer expertise and efficiency in using the entire Microsoft Office Suite including Outlook and Teams, Adobe Acrobat Pro, Authoring Programs, Forms Management Programs, and the Internet</li> <li>• Two (2) years' experience in directly related position preferred</li> <li>• Comprehensive knowledge of office methods and procedures and office equipment</li> <li>• Expertise in educational program administration, management, design, development, delivery, and evaluation</li> <li>• Working knowledge of audiovisual equipment</li> <li>• Teaching and learning strategies</li> <li>• Familiarity with a healthcare environment</li> </ul>

<p><b>Skills:</b></p>	<ul style="list-style-type: none"> <li>• Accurate word processing at 50 words per minute (typing test will be required)</li> <li>• Expertise in managing the administrative interface of a Learning Management System (LMS)</li> <li>• Ability to work within a networked environment requiring extensive online management and sharing of document</li> <li>• Well versed in correct grammar, spelling, punctuation, and composition</li> <li>• Effective written and verbal communication skills</li> <li>• Facilitation skills</li> <li>• Ability to speak Cree an asset</li> <li>• Respects and promotes a culturally diverse population</li> <li>• Ability to work effectively in a multi-disciplinary team and independently</li> </ul>
<p><b>Duties:</b></p>	<ol style="list-style-type: none"> <li>1. Advocates on behalf of Northern Health Region</li> <li>2. Promotes safety and health in the workplace</li> <li>3. Contributes to a culture of client and staff safety</li> <li>4. Assesses, designs, develops, delivers, and evaluates educational programs</li> <li>5. Manages online systems</li> <li>6. Maintains accurate record keeping of all educational offerings</li> <li>7. Processes financial transactions</li> <li>8. Manages training equipment for OSD programs</li> <li>9. Liaises with instructors/facilitators, employees, and others</li> <li>10. Participates in OSD team meetings and other committees as assigned</li> <li>11. Ensures effective communication within the department and the organization</li> <li>12. Ensures Continuous Quality Improvement</li> <li>13. Demonstrates professionalism within the Code of Conduct</li> <li>14. Demonstrates Leadership Qualities</li> <li>15. Ability to recognize and pursue self-development opportunities</li> <li>16. Assists with training new staff as required</li> </ol>
<p><b>Working Conditions:</b></p>	<ul style="list-style-type: none"> <li>• Primary day shift, Monday to Friday</li> <li>• Schedule may include weekends and evenings as necessary to facilitate education</li> <li>• Active office environment with frequent interruptions</li> <li>• Teaching-learning environments (i.e., classrooms, computer lab)</li> <li>• Must be physically able to demonstrate specific training skills (i.e., transfers, lifts, repositioning)</li> <li>• Manual dexterity required to use desktop computer and peripherals</li> <li>• Sitting for long periods</li> <li>• Travel, including gravel and winter roads, and where applicable, by small plane within the region year-round</li> </ul>
<p><b>Decision Making:</b></p>	<ul style="list-style-type: none"> <li>• Must be receptive to a team approach in problem solving and process development</li> <li>• Daily management/activity of the office</li> <li>• Prioritization of workload</li> <li>• File maintenance and storage</li> <li>• Handling of inquires/complaints or directing to appropriate personnel for resolution</li> </ul>

<b>Key Working Relationships:</b>	<ul style="list-style-type: none"> <li>• OSD Team</li> <li>• Internal and external facilitators/instructors</li> <li>• Managers, physicians, and employees</li> </ul>
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p><b><i>It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.</i></b></p>	

Approved By:

\_\_\_\_\_  
VP, Director or Manager

July 12, 2021

\_\_\_\_\_  
Date

Reviewed by Human Resources:

*Wanda Reader*  
\_\_\_\_\_  
VP Human Resources & Chief HR Officer

July 12, 2021

\_\_\_\_\_  
Date



**NORTHERN  
HEALTH REGION**

## JOB DUTY ACTIVITIES FOR REGIONAL TRAINER

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region	1.1 Promotes the mission, vision, values, and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), NHR policies, and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Promotes safety and health in the workplace	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other workers 2.3 Understands and follows legislation and workplace safety and health requirements 2.4 Reports incidents and unsafe acts and hazards 2.5 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.6 Complies with the Respectful Workplace Policy
3. Contributes to a culture of client and staff safety	3.1 Commits to client safety as a key professional value and an essential component of daily practice 3.2 Uses appropriate protective clothing/ equipment 3.3 Integrates client and staff safety practices into daily activities 3.4 Understands client safety practices that reduce the risk of adverse events such as infection control, injury prevention, safe administration of medication, and risk awareness 3.5 Recognizes, responds, and reports adverse events and near misses
4. Assesses, designs, develops, delivers, and evaluates educational programs	4.1 Assesses learning needs and brings forth unperceived educational needs as identified by working with employees 4.2 Incorporates needs assessment data into programming 4.3 Foresees and continually plans ahead to ensure all pre- event details are completed in a timely manner 4.4 Assists in the creating the annual calendar of events 4.5 Books travel, rooms, and equipment for OSD educational events 4.6 Manages the entire registration process for educational events including maintenance of all online spreadsheets/ files/documents 4.7 Manages all course related books 4.8 Maintains course checklists ensuring they are up-to-date at all times 4.9 Creates and/or circulates and/or posts event posters 4.10 Orders educational materials and equipment 4.11 Prints/copies teaching and learning materials

	<ul style="list-style-type: none"> <li>4.12 Prepares and circulates event documents</li> <li>4.13 Attempts to problem solve basic problems/issues related to programming prior to asking for assistance</li> <li>4.14 Collaborates with the Director, OSD in the design and development of educational events in online, face-to-face, and blended formats</li> <li>4.15 Uses effective teaching-learning strategies that may need to be adapted depending on the learner</li> <li>4.16 Delivers/facilitates a variety of region-wide and site-specific education sessions developed by OSD and/or external organizations. Education sessions include but are not limited to the following: <ul style="list-style-type: none"> <li>4.16.1 New Hire Orientation (Including remote meetings with new hires)</li> <li>4.16.2 Basic Life Support</li> <li>4.16.3 Basic Computer Training</li> <li>4.16.4 Managing Food Safety</li> <li>4.16.5 Leadership Training</li> <li>4.16.6 Safe Moving</li> <li>4.16.7 Customer Service</li> </ul> </li> <li>4.17 Manages all equipment for educational events</li> <li>4.18 Manages MBTelehealth equipment for OSD events</li> <li>4.19 In collaboration with the Director, OSD, incorporates evaluation data into future programming</li> <li>4.20 Processes attendance lists with the scheduling office immediately following events</li> <li>4.21 Inputs attendance data into the LMS</li> <li>4.22 Inputs data into the Heart and Stroke system as required</li> </ul>
<p>5. Manages online systems</p>	<ul style="list-style-type: none"> <li>5.1 Accurately inputs all registration/course details into the LMS</li> <li>5.2 Guides employees in using the LMS</li> <li>5.3 Assists employees in troubleshooting issues with LMS</li> <li>5.4 Creates and updates user guides for the LMS</li> <li>5.5 Generates a variety of reports from the LMS (i.e., attendance/completion, evaluations, etc.)</li> <li>5.6 Manages all aspects of the online library system (i.e., Eloquent) in terms of book sign-out and return</li> <li>5.7 Creates and manages online forms</li> </ul>
<p>6. Maintains accurate record keeping of all educational offerings</p>	<ul style="list-style-type: none"> <li>6.1 Ensures all registration data is always current and up-to-date</li> <li>6.2 Ensures course/program management documents are always current and up-to-date</li> <li>6.3 Files all course documents in the appropriate online folder</li> <li>6.4 Compiles a variety of reports as requested by the Director of OSD or by the OSD Coordinator</li> </ul>
<p>7. Processes financial transactions</p>	<ul style="list-style-type: none"> <li>7.1 Processes and creates cheque requisitions and/or invoice requests as required</li> <li>7.2 Orders equipment and supplies as required</li> <li>7.3 Follows established process for credit card transaction</li> <li>7.4 Files all financial documents as per departmental process</li> </ul>

<p>8. Manages training equipment for OSD programs</p>	<p>8.1 Develops a checklist of required equipment for all clinical education sessions offered by OSD including images of non-conventional equipment</p> <p>8.2 Maintains equipment in dedicated containers for specific courses</p>
<p>9. Liaises with instructors/facilitators, employees, and others</p>	<p>9.1 Encourages employee participation in educational events</p> <p>9.2 Collaborates with instructors/facilitators in offering educational events and managing course equipment</p> <p>9.3 Communicates with managers in determining learning needs of employees</p>
<p>10. Participates in OSD team meetings and other committees as assigned</p>	<p>10.1 Actively contributes to OSD team meetings</p> <p>10.2 Supports the vision of the department and team decisions made</p> <p>10.3 Provides suggestions to enhance the Department as a whole</p> <p>10.4 Acts as an OSD Department representative on other committees as assigned</p>
<p>11. Ensures effective communication within the department and the organization</p>	<p>11.1 Communicates and consults with the OSD Coordinator</p> <p>11.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>11.3 Supports the vision of the department and team decisions make</p> <p>11.4 Provides suggestions to enhance the department as a whole</p> <p>11.5 Acts as an OSD Department representative on other committees as assigned</p> <p>11.6 Contributes to OSD emails to all employees</p>
<p>12. Ensures Continuous Quality Improvement</p>	<p>12.1 Participates in Accreditation process and committee activities</p> <p>12.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>12.3 Embraces the LEADS Framework</p>
<p>13. Demonstrates professionalism within the Code of Conduct</p>	<p>13.1 Demonstrates professional integrity</p> <p>13.2 Demonstrates flexibility in problem solving in processes with improvements, such as introduction of new equipment, new chemicals, and new procedures</p> <p>13.3 Demonstrates the ability to accept and adjust to change</p> <p>13.4 Assumes responsibility for own actions</p> <p>13.5 Exhibits initiative in the work environment</p> <p>13.6 Communicates and participates in problem solving with coworkers and supervisors</p> <p>13.7 Appears professionally as described in the NHR and department dress code policies</p> <p>13.8 Reports for work as scheduled in a prompt manner</p>
<p>14. Demonstrates Leadership Qualities</p>	<p>14.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework</p> <p>14.2 Leadership Competency Self-Assessment – Leading in Place</p>

<p>15. Ability to recognize and pursue self-development opportunities</p>	<p>15.1 Reviews and keeps up to date with policies and procedures of the NHR</p> <p>15.2 Completes mandatory courses in Absorb as required</p> <p>15.3 Maintains and updates skills and certification(s) as required</p> <p>15.4 Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures, and committee work</p> <p>15.5 Attends scheduled staff meetings and any other required meetings</p> <p>15.6 Actively contributes to OSD team meetings</p> <p>15.7 Attends required staff training sessions, in-service programs, or seminars as required</p> <p>15.8 Uses self-evaluation, new learning, and evidence in professional development</p> <p>15.9 Demonstrates commitment to continuing competence</p>
<p>16. Assists with training new staff as required</p>	<p>16.1 Participates in orientation of new staff as necessary</p> <p>16.2 Provides guidance to learners as required</p>