



Master Trainer

Job Title: Master Trainer
Department: Programs
Reports To: Executive Director
FLSA Status: Exempt

SUMMARY:

The Master Trainer shall take responsibility for all external training initiatives for counties, external agencies, and the general public. The primary responsibilities include leading, developing, designing, and delivering all the CalMHSa training programs. The Master Trainer will take. This includes developing training materials, training content, and topics to support the needs of all CalMHSa programs.

DUTIES AND RESPONSIBILITIES include but are not limited to:

- Works with all the Program Managers and other internal company leaders to define a list of all the required training initiatives.
- Manage and prioritize the list with internal clients to ensure timely delivery.
- Clearly define the requirements and gain approval on the planned and designed deliverables.
- Administers spending against the departmental budget.
- Obtains and /or develops effective training materials utilizing a variety of media.
- Trains and manages activities with external vendors and internal team members involved in training development efforts.
- Plans, organizes, facilitates and orders supplies for training materials and events.
- Develops and maintains organizational communications such as bulletin boards and newsletters to ensure customers have knowledge of training and development events and resources.
- Conducts follow-up studies of all completed training to evaluate and measure results.
- Modifies programs as needed.
- Exemplifies the desired culture and philosophies of the organization.
- Works effectively as a team member with other members of management and internal team members.
- Other duties, as assigned.

QUALIFICATIONS –

EDUCATION and/or EXPERIENCE:

- Five (5) years of experience providing coaching, training & development.
- Solid experience in technology training and development of training materials.
- Clinical Informatics or Clinical / Healthcare related degree preferred.
- Professional certification a plus.
- Solid experience working with diverse communities in a non-profit or healthcare setting.



- Demonstrated experience with training, implementation and rollout of healthcare software applications preferred.
- Have a basic understanding of project management concepts.
- Excellent speaking and writing skills.
- Excellent collaboration and team-focused skills and experience.

To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Working knowledge of effective adult learning principles.
- Dedicated to improving the behavioral health delivery system and workforce.
- Bilingual/Bicultural applicants strongly encouraged to apply.
- Able to attend to detail.
- Dedicated to providing excellent customer services to all members, partners, contractors, and employees.
- Identify opportunities for improvement and makes constructive suggestions for change.
- Professional written and verbal communication and interpersonal skills.
- Ability to multi-task and change directions quickly.
- Ability to work effectively in a fast-paced office environment.

PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials weighing up to 10 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and drive a motor vehicle on public roads and highways.

SENSORY DEMANDS - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

MENTAL DEMANDS - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.

REGULAR WORK SCHEDULE – Varies depending on business needs; however, company normal business hours are 8:00am to 5:00pm, Monday – Friday.