**Corporate Training Instructor**

**Classification:** Regular Part-time

**Hours of Work:** Days. Evenings and Weekend shifts as required, may vary as needed during project implementations

**Responsibilities:**

* Training of corporate applications and systems; training is conducted using online learning materials, in- class and individual support sessions based on role/work flow needs
* Training support conducted via in-class, via email, phone
* Provide rounding in all areas of hospital as required supporting end users with corporate applications
* Prepare/develop training class material, training content for online self-training sessions to support corporate initiatives for various role requirements such as physicians, nurses, unit coordinators, clerical/administrative staff (using online material/elearning software and digital tools)
* Training materials will meet objectives of the targeted audiences/initiative including job aids and reference materials
* Use various tools, resources, media design software and Learning Management Systems (LMS)
* Identify evaluation tools to meet training objectives
* Understand client needs through work flow analysis of various roles to aid in the preparation of training classes and content development
* Meet with Clients to determine training requirements, for in class or online learning sessions/modules
* Document Client requirement/scope, prepare estimated resource effort and timelines to full fill client request for training material
* Prepare and complete User Acceptance training testing, obtain approvals
* Review and prepare report with survey results
* Set up system ID’s/accounts
* Utilize IT ticketing system to triage support calls.
* Work with team to maintain/revise common training material
* Develop/revise training material products, including scripts, manuals and video sessions for classroom and electronic learning formats
* Work closely with Information Services and other various teams across hospital for training needs of corporate systems
* Prepare status reports, management updates, survey reports and support analysis.
* Other material design duties as assigned

**Qualifications/Skills:**

* 2-5 years minimum experience
* Experience preparing learning based materials and training approaches
* Excellent time management skills
* Work well independently
* Experience with multimedia technology and authoring tools
* Experience with corporate systems and applications such as Patient registration system, Electronic patient record (EPR/Sunnycare), CCIS, BMS, GRASP, e-discharge, Sovera, etc
* Proficient in Powerpoint, excel, generating reports
* Ability to work collaboratively within a team environment
* Demonstrates strong trouble shooting ability
* Strong speaking, communication and presentation skills
* Strong computer skills, analytical, generate reports
* Excellent communication and written skills (reports, briefing notes, presentations)
* Strong organizational and problem solving skills
* Familiarity with medical terminology
* Experience in adult education and knowledge of principles, an asset
* Adult teaching and training certification required

Last Updated: 04/02/2020