

**New York City Health and Hospitals Corporation
Human Resources**

POSITION DESCRIPTION

<i>Position Title:</i>	<i>Title Code(s)</i>	<i>Effective</i>	<i>Reissued</i>	<i>Revision</i>
Program Manager, Training and Development		1/18/85	11/26/85	7/1/90
Level I	004651			
Level II	004652			

Purpose of Position:

Under general direction, with considerable latitude for independent judgment and initiative, develops, plans and establishes training, educational and development programs in order to enhance skills, remedy deficiencies, upgrade human resources and meet forecasted skill requirements of the Corporation. Manages and administers the day-to-day activities of the group training section including planning, supervision, coordination, control and direction of the training section/group.

Examples of Typical Tasks:

Level I

1. Manages the development and presentation of the management, professional, technical and education training continuum which consists of courses, seminars and workshops on a wide range of topics, practices and skills.
2. Provides consulting on management problems, specialized training and development needs and the use of outside educational resources.
3. Directs research to determine management and employee training and education needs.
4. Develops and conducts programs to support training needs identified by line and staff management.
5. Manages the investigation and recommendation of external general management and professional development programs for high potential senior management.
6. Directs extensive consulting to managers on individual management problems, specialized education and training needs. Directs development of customized training programs to satisfy the operational needs of the Corporation.
7. Responsible for several training, development and educational support systems, participant enrollment, program administration, procedures, tracking systems and materials development and distribution.

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8. Evaluates effectiveness of training and development programs and makes recommendations regarding modifications and new programs.
9. Coordinates the activities of training sector with those of other training sector groups. Monitors the activities of the unit.
10. Supervises, directs and evaluates the efforts of training specialists, analysts and support staff. Ascertains current status of program implementation. Provides technical advice and guidance.
11. Evaluates staffing, unit assignments, work performance and special personnel problems in order to maximize operating efficiency.
12. Supervises program implementation, develops training programs for implementation and follow-up systems to assure effectiveness and attainment of objectives.

Level II

Under direction, with wide latitude for the exercise of independent initiative and judgment, manages the planning and development of training programs through consultation with appropriate staff at facilities to insure training programs are suitable for the Human Resources needs of the Corporation; performs special assignments for the Department Head; performs all duties described above (Level I).

Qualification Requirements:

1. Baccalaureate Degree from an accredited college or university in Education, Public Health, Psychology, Personnel Administration, Management or Public Administration, or a related approved discipline; and,
2. Five years of progressively responsible experience in planning and manpower development and training programs, medical or public health administration or other fields related to training, development and manpower analysis, of which at least two years must have been in a managerial, supervisory or administrative capacity related to the organization, formulation, development and implementation of such plans and programs; or,
3. A Master's Degree from an accredited college or university in Education, Management, Social Work, Medical Administration, Psychology, Personnel Administration, Public Administration, or a related approved field with four years of experience as described in (2), and two years in a managerial, supervisory or administrative capacity; and,
4. Extensive knowledge of the principals of training and manpower development programs and ability to analyze and determine the needs of the Corporation; or,

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5. A satisfactory combination of training, education and experience indicating the ability to perform satisfactorily.

Special Note: In addition to meeting the qualification requirements stated above, assignment to Level II requires evidence of advance study in relevant disciplines.

Direct Line of Promotion:

None. This is in the managerial class of positions.