

**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>
Training and Development Associate –		5/12/95		
Level A	984710			
Level B	984720			

Purpose of Position:

This class of positions encompasses managerial and administrative functions and responsibilities with varying degrees of difficulty and complexity and varying latitudes for independent initiative and judgment in the implementation, delivery, evaluation, tracking and redesign of training and development programs to accomplish the development, more effective utilization of personnel and optimization of human resource application.

There are two assignment levels to differentiate ascending order of assignment difficulty with corresponding higher pay levels. This position includes tasks of a highly confidential and sensitive nature.

Examples of Typical Tasks:

LEVEL A

Under supervision, with latitude for independent initiative and judgment, participates in the determination of specialized training needs pertaining to human resources management and staff development through consultation with line and staff personnel.

1. Initiates relevant and effective training programs for personnel at all levels of the organization.
2. Evaluates the success of training programs in the management and development continuum and redesigns programs based on these evaluations.
3. Conducts research to determine management and employee training needs.
4. Designs, develops and delivers training courses and programs to meet identified needs.
5. Establishes rapport and credibility with key personnel within the organization.
6. Keeps abreast of training and development activities, i.e. concepts, theory, techniques and approaches to training.

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Training and Development Associate – Level A Level B	984710 984720	5/12/95		

7. Attends seminars and conferences to maintain presence in the training professionals network.
8. Conducts updated, relevant, in-house training programs, workshops, seminars, etc., based on a wide range of topics, practices and skills to enhance professional growth and realize objectives.
9. Evaluates the quality and relevance of training programs by interviewing manager, auditing enrollments and monitoring the implementation of skills and practices presented in the programs.
10. Redesigns programs based on these evaluations-audit studies.

LEVEL B

Under supervision with considerable latitude for independent initiative and judgment, contributes to the delivery of high quality skills training and development programs which satisfy identified skill needs of employees at all levels of the Corporation and performs some of the duties described in A above; and

1. Conducts and develops seminars, workshops and conferences in training and development for high level managerial and executive staff. Leads and delivers these sessions on various management topics to satisfy individual business needs.
Examples: problem solving, team building, career planning, project management.
2. Establishes and implements administrative systems and procedures for effectively selecting participants for training, monitoring course curricula and delivery for training evaluation.
3. Conceptualizes and designs training programs, based upon the findings of training needs assessment to improve the performance and productivity of personnel within the organization.
4. Periodically replans the training and development continuum.
5. Researches and designs training and procedural handbooks.
6. Designs and conducts surveys assessing the training needs of the organization.
7. Develops guidelines for in-house training operations in such areas as conducting needs assessment, curriculum development and training, objective-setting and evaluation.
8. Sets standard for curriculum and tracks cost-effectiveness of training programs.

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Training and Development Associate – Level A	984710	5/12/95		
Level B	984720			

Qualification Requirements:

1. A Baccalaureate Degree from an accredited college or university in Education, Psychology, Personnel Administration, Business Administration, Management or related disciplines and three years of experience in employee development and training programs in a health care facility, business or educational, governmental organizations or other fields relating to training, development and analysis or training in implementation of operational or management systems; or,
2. A Masters Degree with two years of experience as in (1) above; and,
3. Knowledge of the principles of training, psychology of learning, applications and the ability to instruct and motivate; and,
4. Ability to communicate orally and relate to others; and,
5. Proficient writing and research skills; or,
6. An equivalent combination of education, training and experience to satisfactorily perform.

Direct Line of Promotion:

None. This class of positions is classified in the non-competitive class.