



JOB DESCRIPTION

Job Title:	Educator (Hospital Development)	Prepared By:	Human Resources
Reports to:	Director, Education and Talent Development	Approved By:	Chief of Organizational Development and HR
FLSA Status:	Exempt	Date:	August 2019

Donor Network West's mission is to save and heal lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life. Every employee at DNW is responsible for fostering an organizational culture that is based on collaboration, support, and service. This includes being a proactive team player who strives for excellence by upholding the Donor Network West's core values of Teamwork, Integrity and Passion.

GENERAL JOB FUNCTION

The Educator is part of the HR Department and is an integral aspect of personnel growth and development, supporting the entire organization's training needs with a focus on training and education in hospital development. With guidance from the Director of Education and Talent Development, establishes tissue recovery training curricula, competencies, and content. The Educator actively coordinates, schedules, performs, and tracks training and competency assessments for donation program consultants. They work with Leadership and the Quality Department as change agents; writing policies and procedures and communicating change to the organization. Educators actively participates in the QAPI program, identifying and acting on opportunities to improve individual and organizational performance as well as effectiveness of the training program itself. They actively use the learning management system to facilitate training, competency assessments, and record-keeping. Educators train select employees throughout the organization to act as trainers who perform on the job training and competency reviews of their peers.

JOB DUTIES AND RESPONSIBILITIES

- Establishes and administers training curricula, content, and competencies with a focus on hospital development
 - Establishes curricula for areas of expertise typically consisting of procedures, blended learning, on the job training, training by third parties, etc.
 - Orients new employees to their roles by providing ongoing assessment of their growth, development, and readiness. Collaborate with trainees' manager during orientation to ensure training needs of individual staff are met.
 - Develops training content such as mixed media / blended learning and classroom / didactic
 - Establishes competency assessments such as quizzes, direct observation (and

- associated checklists), etc.
- Coordinates, schedules, performs, and tracks orientation, training, and competency assessments
- Serves as change agents for the organization
 - Keeps current with industry and federal regulations pertaining to the donation industry
 - Collaborate with stakeholders to determine best processes/practices
 - Writes or revises policies and procedures
 - Communicates change to the organization
 - Trains and evaluates the change to assure effectiveness
- Actively participates in the QAPI program
 - Participates in strategic planning and goal setting
 - Identifies and acts on opportunities to improve individual and organizational performance
 - Monitors and acts to improve the effectiveness of the training program itself
- Uses technology to facilitate the training
 - Actively use the learning management system to establish curriculums, assign and document training and competencies, track compliance, and maintain records
 - Develop training content using technology such as PowerPoint, Articulate, etc.
- Leads/guides train the trainer, mentorship program
 - Provides oversight (“dotted line”) of field trainers/preceptors
 - Assures trainers are effective in their roles (e.g. consistent and accurate content as well as ability to transfer knowledge and skills).
 - Manages the training and competency assessment activity of trainers
- Maintains training records and competency assessment records to assure compliance with applicable laws, regulations, and standards.
- Represents DNW nationally within the organ procurement organization and tissue transplant establishment communities (committees, presentations, abstracts, etc.).
- Oversees the Continuing Education Unit Process (CEU)
 - Obtains approvals to issue CEUs to attendees of DNW training events
 - Facilitates employee CEU submission process
- Performs aspects of the donation process in periods of high activity, short staffing or as otherwise needed
- Ability to travel regionally and nationally
- Perform other duties as assigned

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty. The qualifications listed are representative of the knowledge, skill, and/or ability required. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent communication, organization, meeting management and presentation skills; this includes both written and spoken communications with team members, donation partners, peers, and senior management
- Proficient in conflict resolution, group interaction and team building
- Ensures regulatory compliance with work product



- Excellent interpersonal and customer service skills
- Strong work ethic; ability to work independently and as part of a team with minimal instruction or supervision
- Demonstrates a high level of ethical practices and ability to maintain sensitive information confidential
- Capable of multi-tasking and rapidly adapting to changing priorities while meeting deadlines
- Ability to facilitate adult learning utilizing a variety of techniques

EDUCATION AND EXPERIENCE

- Degree in biologic sciences, adult education, or an equivalent degree/diploma/certification in an allied health field. Three or more years of experience may substitute for educational requirement
- Five years or more of experience in an organ procurement organization
- Experience in instructional design and delivery preferred
- Software skills/experience:
 - a. Word – Intermediate to advanced skills
 - b. Excel – Intermediate to advanced skills, including integration with external data, proficiency in pivot tables and functions preferred
 - c. PowerPoint – Intermediate to advanced
 - d. SharePoint – Proficient in site and list administration/management; SharePoint Designer and InfoPath development skills
 - e. Outlook – Intermediate to advanced skills

PHYSICAL DEMAND OF WORK

On file in Human Resources.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. I understand that Donor Network West has the right to revise this job description at any time.

Employee
Signature:

Date:

Employee Name
(Print):

Date:
