



Job Code: 7631

Grade: 23

HCWR: N

Job Title

Health Plan Training Manager

Department

Health Plan Services

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Health Plan Training Manager is responsible for using the principles of adult learning to deliver an effective training and continuing education program that develops the competency and skills of health plan staff. Responsibilities include collaboration with clinical and operational leadership and other subject matter experts and incorporating requirements and accrediting standards to design, implement, and evaluate the training and education for new hire orientation, new programs, and continuous education. Additional responsibilities include training on documentation systems, other software and applications needed to execute health plan deliverables, supporting targeted learner needs and the administration of competency assessments.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Participates in the creation, communication/training and implementation of workflows supporting patient health plan programs.
- Support and structure to newly hires clinical team through training, system access and use.
- Provides education and training of care team members consistent with program goals and timeline and based on documented policies and workflows.
- Designs and implements tools/resources for evaluating and measuring learning effectiveness for post orientation class, ninety (90) days post orientation, and for performance reviews or performance related issues.
- Develops end user training materials including handbooks, job aids.
- Develops and utilizes a central repository for documentation and training materials.
- Utilizes data and performance metrics to identify opportunities for training.
- Collaborates with management to identify opportunities for training.
- Supports the development of evidence- based policies, procedures and programs.
- Develops e-learning modules for care coordination.
- Develops and documents operational and system workflows based on best practice guidelines.
- Employs a variety of interactive teaching strategies.
- Secures continuing medical education (CME) or continuing education unit (CEU) supporting various training provided to staff.
- Develops and maintains annual training calendar.
- Serves as a resource to care team members.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree in a public service-related field from an accredited college or university
- Two (2) years of supervisory and/or managerial experience
- Two (2) years of experience with responsibility for development of staff teaching and/or training using various methodologies, i.e., face to face, web-based, etc.
- One (1) year of experience in a Managed Care Organization or Health Plan
- Proficient using Microsoft Office (PowerPoint, Word, Excel, and Outlook) for presentations, reports, and quantitative analysis



Preferred Qualifications

- Master's degree from an accredited college or university
- Three (3) years of experience within a multi-disciplinary health or social model
- Certification and/or coursework in adult education/learning subject matter
- Proficiency in WebEx functionality

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and experience working in managed care
- Knowledge and use of common software (Microsoft Office, SharePoint, etc.)
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age
- Superior interpersonal relationship building skills on all levels including management, staff, and a diverse member population
- Excellent critical thinking skills
- Excellent computer skills including ability to navigate in disparate systems
- Excellent ability to work in fast paced and changing environment
- Ability to utilize reports and data for management of program and staff

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.