COOK COUNTY HEALTH

Job Code: 9448
Grade: 22
HCWR: N

Job Title	**Department**
Instructional Designer	Human Resources

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

Job Summary

The Instructional Designer provides advanced learning and development expertise to systematically assess, develop, deliver, and evaluate e-learning education, skills, and performance and leadership learning initiatives that ensure continuing competence of clinical and non-clinical health care personnel. The e-learning, live virtual, and in-person instructional designs have to meet best practice standards of interactivity, computer learning platform functionality, innovation, customization, and learner engagement, as well as knowledge and skills retention and transfer onto the job. The Instructional Designer also serves as an ambassador for introducing and integrating new technology for learning throughout Cook County Health (CCH). The Instructional Designer reflects the mission, vision, and values of CCH, adheres to the organization's Code of Ethics and Corporate Compliance Program, and complies with all relevant policies, procedures, guidelines, and regulatory and accreditation standards.

Typical Duties

- Customer Interface and Communications:
- Creates and updates request form and learning paths
- Collaborates with subject matter experts to develop the intended outcomes, competencies, learning path, content, scenarios, practice activities, quizzes, answer sheets, and branding for the online and in-person training modules and programs
- Gains support for the process flows
- Ensures customer edits meet deadlines
- Identifies opportunities for new trainings and integrated technologies throughout CCH
- Prepares, organizes, and implements training support coverage schedules for new functionality go-lives
- Facilitates ongoing end user adoption
- Prioritizes and manages competing user demands
- Training Strategy, Process, Content, Materials:
- Creates training programs and sessions aligned to brief
- Creates processes, participant workbooks, PowerPoint slide decks, facilitator/producer guides, course outlines, and blended learning by using tools, such as, job aids, infographics, videos, blogs
- For e-learning, write the flow, storyboard, script, create character and brand, direct the voice over actors, synchronize music, voice, and captions, build the quiz questions or interactivity checks
- Makes the learning experience relatable to workflows in the different Cook County Health settings
- Creates training evaluations to determine learning and application of actions

Typical Duties
- Identifies gaps in user understanding and quality of learning modules and experiences and upgrades the existing e-learning and other trainings accordingly
- Evaluates initiatives, programs, and modules to ensure competence of clinical and non-clinical employees
- Integrates the use of videos as required
- Uploaded Self-Paced E-Learnings to the Learning Management System (LMS):
- Designs in Adobe Captivate
- Uploads content to CCH's LMS,
- Tests on all browsers and edit and publish content
- LMS and Training Administrative Support:
- Generates usage and evaluation reports
- Provides user support and training coverage schedule
- Manages the LMS, user adaptation, and optimization
- Administers evaluations of all Training and Development initiatives
- Facilitates ongoing end user adoption, transfer of learning, and provide strategic guidance
- Liaises with CCH's LMS provider, Adobe Captivate Prime
- Creates LMS Standard Operating Procedures (SOPs)
- Training Support
- Supports and delivers, live online and in-person trainings, as needed
- Supports training and Organizational Development (OD) session set up and admin, as needed
- Keeps LMS, OD, and Training work logs

Minimum Qualifications
- Bachelor's Degree from an accredited college or university
- Three (3) years of adult education and organizational training experience
- Three (3) years of experience using authoring tools and Learning Management System software, i.e., such as Adobe Captivate, Adobe Creative suite, etc., for e-learning offerings
- Must be able to provide portfolio of e-learnings organizational work product to view
- Must be able to create an interactive computer-based training slide(s) compatible with the LMS software (Tested will be administered)

Preferred Qualifications
- Portfolio of live online virtual and in-person organizational training designs

Knowledge, Skills, Abilities and Other Characteristics
- Knowledge:
- Adult development and competency principles
- Story or logic flow construction for engagement
- Knows how to make learning modules relevant for the healthcare environment and the workflows
- Knows the what, where, how, and when of using music, voice, and captions in e-learnings
- Knows how to construct a client training request form

Knowledge, Skills, Abilities and Other Characteristics
- Knows how to pitch storyline or learning process ideas
- Knows how to make digital fillable workbook pdfs
- Knows how to develop a producer guide for live virtual
- Understands the cadence to a learning experience
- Knows how to create innovative interactive activities
- Skills:
- Able to integrate concepts
- Project management, organization, time management, and prioritization of assignments skills · Able to communicate with a customer service orientation in writing, on the telephone, and in person
- Able to create learning affirming questions and engaging activities to test knowledge transfer
- Able to execute strong editing skills
- Able to create storyboards and visual development
- Able to create visually appealing marketing campaigns
- Able to quickly learn and execute in new software
- Behaviors:
- Asks the right questions to ascertain internal client intent, parameters, and required competencies
- Aligns design concept to training or knowledge transfer objectives and CCH's strategy and branding
- Generates creative ideas and concepts
- Designs engaging illustrations and animations for e-learnings and for PowerPoint slide decks · Designs characters, background graphics, and models
- Writes engaging scripts and directs voice over actors
- Executes e-learnings in Adobe Captivate Prime or other programs that can be uploaded to it
- Constructs participant guides as a working document
- Develops a facilitator guide for virtual and in-person
- Effectively communicates with all levels of personnel within the organization
- Attitude:
- Initiator
- Flexible
- Collaborates
- Can do attitude
- Delivers as promised
- Works independently
- Willing to listen to feedback
- Prepared to look for solutions
- Willing to learn and use new programs, if needed

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.