



JOB TITLE:	TRAINING MANAGER
FLSA STATUS:	Exempt
STATUS:	Full-Time
REPORTS TO:	Director of Talent Management

PRIMARY PURPOSE OF JOB

This highly responsible position oversees all aspects of training for Abilities First. This person will work closely with all department Directors to identify training needs and develop training programs both virtually and in person. This position will develop and implement a training calendar and curriculum for both new and existing staff. The position will also assist managers in identifying training needs for staff who have been promoted, so that they can learn and succeed in their new roles. This position is responsible for maintaining a continuous process of training, assessment, and monitoring of the quality, timeliness, and completeness of documents, services, and records while mentoring staff in a supportive and positive environment.

This description may not include all the duties, knowledge, skills, or abilities associated with this position.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

General Duties and Responsibilities

- Responsible for training all new Abilities First staff. This includes ensuring new staff complete training requirements outlined in the program contracts and accreditation standards within the required timelines.
- Work closely with each program Director to ensure all staff have received all required initial and recurrent training for their job as per AF, contractual, accreditation, and regulatory requirements.
- Coordinate field training for new Support Coordinators (SCs) with the Senior and Mentor in the Next Step program to establish job shadowing functions and experiences.
- Work with Senior SCs as they coordinate individualized check-in meetings with new SCs during their first 6 months. Recommend additional training if new SCs are not able to apply information or grasp required skills.
- Provide initial training to SCs, and follow-up training (if requested by the SC's Senior) on developing Individualized Support Plans (ISPs) that meet Waiver and ISP guidelines and requirements and which reflect Life Course Planning concepts.
- Develop and enhance new or existing training curriculum as needed.
- Develop and provide training curriculum and technical assistance to new AF leaders. Provide one-to-one support to help them learn and/or improve their knowledge of the required aspects of their job.
- Maintain and implement training calendar and activities for all staff.
- Ensure all staff complete mandated training and track participation in PETS or designated LMS.
- Stay current with training requirements mandated in all program contracts and required for CARF accreditation.
- Develop and provide comprehensive onboarding and annual training for Abilities First as needed.
- Work with Directors to determine needed areas of training and to promote consistency with all processes and procedures within Abilities First.
- For each staff trained, the Training Manager will write and submit feedback to the employee's immediate supervisor, who will incorporate the feedback into the 90-day performance review.

- Update PETS and/or designated learning management systems as required.
- Research and assess new training materials and curriculum for recommended addition to AF training calendar/curriculum and/or for recommended professional development training for AF personnel.
- Complete and maintain knowledge of all contractually required training materials for each AF program with ability to provide guidance and reinforcement of learning objectives to appropriate AF personnel.
- Provide on-going reports to executive and leadership staff regarding staff training completion per required timelines.
- Attend trainings, meetings, webinars, and conferences to ensure staff training is current with all requirements and trends in the field to meet optimal performance in all departments.
- Ensure that Knowledgebase training materials and forms are current, and Support Coordinators know how to use them.
- Work with AF Directors to maintain consistency in policy and processes with training and changes in rules and regulations.
- Stay current on all MMAC, CMS, DMH, and provider changes and implement throughout The Next Step through communication and training when needed and updating materials online and in paper form.
- Develop training and implement training to ensure that remote staff are engaged and supported.
- Attend staff meetings concerning new or revised policies or procedures and update ~~to~~ current information accordingly.
- Work closely with HR staff to identify opportunities to improve recruitment, retention, and training.
- Participate in community and AF events.
- Perform other duties as assigned.
- Must be able to pass a background screening.
- Must have a valid Missouri driver's license, reliable transportation, an acceptable driving record, and auto liability insurance that meets the requirements set by Abilities First.
- Must be able to drive for work-related assignments.
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high-speed internet with internet speed *at no less than 15 mbps* in order to work remotely from home with provided laptop and office equipment.

KNOWLEDGE, SKILLS, AND ABILITIES

- At least 3 years of successful or above average experience as a Support Coordinator as demonstrated in past performance appraisals.
- Ability to educate Support Coordinators regarding Department of Mental Health (DMH), Medicaid Waiver, Targeted Case Management (TCM), and The Next Step guidelines, regulations, procedures, and policies in a manner the Support Coordinator can easily interpret and immediately apply, both virtually and in person.
- Ability to educate program staff regarding DMH and DESE requirements for services provided under the respective service provider contracts/agreements.
- Demonstrates the core values of Abilities First as an employee.
- Understand, demonstrate, and implement employee engagement.
- Understanding and participation in all Abilities First programs.
- Expert-level knowledge of support coordination, targeted case management methods, principles, and techniques related to developmental disabilities.
- Thorough knowledge of and experience with CMS Waiver Assurances and DMH contractual requirements for providing support coordination.

- Expert-level knowledge of the principles of person-centered planning and implementation.
- Must have a high level of proficiency and accuracy in all duties.
- Must be detail oriented.
- Must be able to work independently and responsibly with minimal supervision.
- Must have excellent written and verbal communication skills.
- Demonstrate professional work ethic.
- Must present a professional, business-like manner and appearance.
- Must be proficient with Microsoft Office software.
- Light lifting required. Extensive sitting.
- Ability to bend, sit, stand, and stoop.

CORE COMPETENCIES

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes, identifying improvements opportunities, generating ideas, and implementing solutions.
- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one's work and to invest one's time, talent, and best efforts in accomplishing organizational goals.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area, keeping up with current developments and trends in area of expertise.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Bachelor's Degree, Master's degree preferred.
- Minimum of 3 years demonstrated successful experience as a Support Coordinator.
- Management experience strongly preferred.
- Prior experience designing and leading training programs and initiatives is preferred.
- Familiarity with one or more LMS products is desired.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see, to read documents/reports and focus on computer for an extended period.				X
Hearing: Must be able to hear well enough to communicate with coworkers and the public.				X
Sitting: Must be able to sit for long periods of time.				X
Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Driving: Must be able to drive locally for work-related assignments.	X			
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment.

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required.

of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date