

Competency-Based Position Description

Program/Department: Public Health Laboratory

Position Title: Training Director

Reports to: Laboratory Director

Previous Incumbent: None

Job Position Summary:

Serve in a leadership role to direct the [Public Health Laboratory's] Education, Training and Outreach programs, including the development, review, implementation, and communication of all program activities.

Essential Job Duties:

- Plan, and direct the administrative and operational activities of Education, Training and Outreach for the [Public Health Laboratory], in order to reach defined goals. Advise and make recommendations on program goals and internal and external trends. Responsible for financial oversight of the program or service.
- Propose, plan and develop new initiatives. Formulate goals and strategic plans. Develop, implement, evaluate and direct the organization's strategic vision and plan related to education, training and outreach for multiple units or departments.
- Represent the organization on various internal and external committees, commissions, agencies, seminars and/or associations. Serve as liaison to establish communication for planning purposes with related organizational units in order to meet operational goals.
- Manage program change in accordance with change management plan to control scope, cost and contracts. Audit results in order to align the program/project outcomes with stakeholder expectations and standards.
- Hold leaders accountable for high performance and high engagement culture by articulating expectations, monitoring performance and providing feedback consistently across areas of responsibility.

Job Position Competencies:

Management and Leadership- 30%

MLD 1.00 General management: ensures sound management of laboratory operations

- Exemplifies the mission, vision and values for the laboratory (P)
- Manages laboratory programs consistent with laws and regulations related to laboratory operations (P)

- Oversees the policies, processes, and procedures to ensure the laboratory maintains a customer focus (E)
- Directs the management of projects at the programmatic level (P)
- Oversees the policies, processes, and procedures regarding the measurement, analysis, and improvement of program effectiveness (E)

MLD 2.00 Policy development: ensures the development, implementation, and review of internal policies

- Prepares internal policies based on evaluation of short- and long-term consequences of potential policies (P)
- Ensures staff compliance with laboratory-wide policies (P)
- Oversees the review process for internal policies (E)

MLD 3.00 Financial management: ensures sound financial management

- Oversees the policies, process, and procedures related to the cost of operations (E)
- Integrates financial management tools for a laboratory program (C)
- Optimizes use of laboratory program resources (C)

MLD 4.00 Human resource management: ensures effective management of human resources

- Evaluates position descriptions for congruency with job functions (C)
- Participates in competency assessments (B)
- Monitors staff progress on agreed-upon performance parameters (P)
- Resolves conflicts in a fair and equitable manner (C)
- Assesses professional development gaps to ensure and support staff competency development (P)
- Recommends staff for advancement (C)
- Implements staff development plans that align with the laboratory's succession plan (C)

MLD 5.00 Leadership: models leadership behavior

- Ensures staff compliance with the policies and procedures related to ethical practices and a professional code of conduct (P)
- Fosters a culture of open and frequent communication (E)
- Creates a workplace environment that encourages teamwork and collaboration (E)
- Fosters a culture where diversity is valued (E)
- Fosters a culture of staff engagement and commitment (E)
- Participates in staff recognition programs (B)
- Fosters a culture where coaching and mentoring are deeply-rooted (E)
- Applies critical thinking to develop effective solutions to problems (C)
- Incorporates systems thinking into directing laboratory operations (P)
- Integrates strategic thinking into decisions and long-term planning regarding laboratory operations (P)
- Implements change management initiatives within a laboratory program (C)
- Develops strategies to engage external stakeholders to accomplish the mission, vision, and activities of the laboratory (E)
- Fosters relationships with strategic partners to secure laboratory-inclusive policies consistent with the organization's mission and vision (E)
- Fosters partnerships with key stakeholders to promote the health of populations affected by laboratory services (E)

Ethics-5%

ETH 1.00 Professional Code of Conduct: adheres to policies and principles governing professional ethics and rules of conduct when working in a public health

- Creates a culture where integrity is the foundation for all interactions and activities (E)
- Ensures staff compliance with policies and procedures related to ethical principles and professional rules of conduct (P)

- Ensures that the use of public funds and resources meet the policies for stewardship (P)

Communications 30%

COM 1.00 Communication techniques: deploys formal written and oral communication strategies

- Establishes content, style, tone, and form for written messages according to target audience (E)
- Establishes content, style, tone, and form for oral messages tailored to target audience (E)

COM 2.00 Active listening skills: displays active listening skills when interacting with others

- Facilitates dialogue exchange through paraphrasing and clarification of critical points (E)
- Exhibits active listening during the dialogue exchange (P)
- Facilitates respectful dialogue among participants in the exchange (E)

COM 3.00 Comprehension of materials: demonstrates comprehension of written documents and directions

- Extrapolates information from written text to develop new ideas that enhance work processes (E)

COM 4.00 Communication technology: utilizes technology to communicate information to internal and external partners

- Evaluates existing and potential technology to align with partner's capabilities (P)
- Uses designated technology for sharing information (C)

COM 5.00 Communication professionalism: ensures professionalism in communication with customers and stakeholders

- Monitors interactions with customers and stakeholders to ensure they are conducted professionally (P)
- Ensures that information exchange policies, processes, and procedures are followed to meet the needs of the customers and stakeholders (P)
- Creates opportunities for sharing information (E)

COM 6.00 Professional reports: prepares professional written reports and oral presentations

- Establishes policies, processes, and procedures for written reports (E)

- Establishes policies, processes, and procedures for oral presentations (E)

COM 7.00 Risk communication: applies emergency and risk communication principles and techniques to explain information to targeted audiences

- Ensures staff compliance with the risk communication plan (P)
- Identifies specific emergency information for target audience (C)

COM 8.00 Public health laboratory value: promotes the value of the public health laboratory

- Develops opportunities to promote the public health laboratory and system (E)
- Develops communication materials to explain the importance of the public health laboratory (P)
- Develops stories that convey information highlighting the impact of public health laboratory work (P)
- Participates in marketing strategies (B)

COM 9.00 Media relations: works with the media to provide information about public health laboratories and public health issues

- Adheres to agency media relations policies and procedures (B)
- Develops “plain talk” language for media and public communications (P)
- Develops key messages for media and public communications (P)

Workforce Training-30%

WFT 1.00 Content: gathers training content

- Prioritizes training needs based on needs assessments (E)
- Ensures that adult learning principles are applied in designing training (E)
- Collaborates with national and international scientific communities to create new knowledge on subject matters (E)
- Identifies emerging training topics with national and international scientific communities (E)
- Identifies emerging processes to capture subject matter expertise (E)

WFT 2.00 Training design: designs training

- Evaluates instructional design and training modalities throughout the entire menu of training for the organization (E)
- Creates learning objectives for new training activities (P)
- Provides vision and guidance for training modalities (E)
- Ensures incorporation of cultural awareness principles into training activities (E)
- Incorporates industry-wide instructional materials into the training program (E)
- Evaluates training materials from industry resources (E)
- Designs integrated training exercises with partners (E)
- Evaluates effectiveness of formative assessments (E)
- Selects continuing education provider for new learning activities (P)

WFT 3.00 Delivery set-up: manages the logistics of set-up for training delivery

- Oversees processes for upgrading training equipment (E)
- Ensures that eLearning delivery systems are available (E)
- Oversees the processes for the learning environment (E)

WFT 4.00 Training delivery: applies principles of learning to training implementation and delivery

- Creates strategies to address learning preferences and styles (E)
- Oversees presentation engagement strategies (E)

WFT 5.00 Training evaluation: evaluates learner knowledge and skill development

- Oversees the evaluation of the training process for the organization (E)
- Evaluates the training assessment rubric to ensure training outcomes are met (E)
- Interprets summative data from reports for delivery to stakeholders (E)
- Implements improvements to the professional development activities of the laboratory (E)
- Develops a training program improvement plan based on program evaluation (E)

Safety-5%

SHC 2.00 Safe work practices: designs work practices and procedures to minimize exposure to hazards and to adhere to regulatory requirements

- Practices good housekeeping procedures (C)
- Complies with personal hygiene procedures (C)
- Uses proper work practices and procedures (C)
- Designs processes and procedures to ensure scheduling of work activities and/or workers' tasks minimize staff exposure levels (E)

SHC 3.00 Personal Protective Equipment (PPE): employs the selection, use, and care of personal protective equipment while being continually mindful of its limitations

- Selects appropriate PPE for jobs assigned (C)
- Uses specific PPE for each laboratory procedure (C)
- Implements pre-and post-inspection procedures for PPE (C)

Education and Experience Requirements:

Bachelor's degree in laboratory science (Chemistry, Microbiology), Business Administration, Instructional Design or related field, or an equivalent combination of education and experience is required. A Master's degree is desirable.

Five to seven years of relevant experience

Excellent skills in project management including development, implementation and evaluation.

Excellent organizational skills including multi-task project leadership.

Excellent skills in relationship building, negotiation and marketing.

Understanding of continuing education credit requirements for various professional societies and accrediting agencies, academic credit requirements and awareness of opportunities to provide educational courses.

Excellent written and verbal communication skills including public speaking.

General environmental and public health knowledge.