

Position Description

Welcome to one of the toughest and most fulfilling ways to help people, including yourself. We offer the latest tools, most intensive training program in the industry, and nearly limitless opportunities for advancement. Join us and start doing your life's best work.

What makes your career greater with PROSPERO HEALTH? You can improve the health of others and help heal the health care system. You can work in an incredible team culture; a clinical and business collaboration that is learning and evolving every day.

The Instructional Designer and Field Support Specialist plays a critical role with our operational team. The primary focus of a trainer is to deliver relevant, interactive instruction through training materials, job aides, and presentations. The trainer will present both live in-classroom and training in the field to clinicians. They will be responsible for evaluating our needs and current practices while creating and delivering a training development plan complete with materials, tutorials, instructions, and learning resources consistent with services provided by Prospero Health, internal policies, procedures, and systems.

Primary Responsibilities

- Conduct effective new hire and ongoing training for Patient Care Support Specialist including soft skills, processes, systems, and the palliative care services provided by Prospero Health.
- Conduct effective new hire and ongoing training for field employees (non-medical)
- Formulates teaching outline and determine instructional methods such as individual training, group instruction, lectures, demonstrations, meetings and workshops.
- Develop and maintain training materials
- Interact and engage employees with questions and hands-on practice and role play
- Apply various methods to evaluate training success
- Be available for classroom, virtual, recorded, and on-site training sessions.
- Track attendance and active participation levels
- Deploy surveys to measure class experience/perception and collect feedback for improvements.
- Monitor and respond to employee questions and training needs
- Engage, drive adoption, and build enthusiasm for programs and services, and change management.
- Responsible for updating leadership and key management on training performance, progress, concerns, and opportunities to enhance employee
- Other duties as assigned or required

Requirements

- Willingness and ability to quickly learn Prospero Health's service offerings, business policies and procedures
- Demonstrated track record training, coaching, developing
- Ability to train with energy, enthusiasm, and dedication with a desire to innovate and teach others
- Outgoing, dynamic, and infectious personality

- Capable of utilizing a multitude of delivery techniques and activities, to engage adult learners while relating critical concepts
- Ability to design and conduct effective training for adult learners within a classroom setting and, in the field,
- Ability to multi-task in a dynamic environment where priorities change quickly
- Possess and apply a broad knowledge of training and development techniques, tools and processes
- Excellent communication, presentation, and interpersonal skills
- Excellent time management and organizational skills
- Ability to work with management to establish training goals and objectives through needs assessment while also functioning as a team player
- Must be dependable, self-motivated and require minimal supervision.
- Limited travel may be required

Preferred Qualifications:

- Minimum of 3-5 years of proven training experience, with preference for experience in healthcare, health insurance, and customer care environments.
- Certified Professional in Learning and Performance (CPLP) credential.
- SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential.

Prospero Health is an Equal Employment Opportunity/Affirmative Action employer and all qualified candidates will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

Prospero Health is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.