

POSITION DESCRIPTION

Title: Clinical Department Trainer
Supervisor: Director of Medical and Clinical Affairs
Department: Medical and Clinical Affairs

Job Summary

The Clinical Department Trainer serves as a key member of the Medical and Clinical Affairs department at TACHC. This position works with Clinical Team members to support established programs and training events for Federally Qualified Health Center (FQHC) Staff. This position is also responsible for providing direct support to FQHC clinical staff on a wide range of issues as they relate to Clinical Programs, including: Trauma Informed Care, Quality Axis, Clinical Quality/Outcome measures (CQMs), Patient Centered Medical Home Standards (PCMH), and Value-Based Care. This position supports TACHC clinical programs through instruction, and coaching, as well as event coordination, and represents TACHC with local, state, and national stakeholder partners during virtual and in-person meetings and events.

Duties and Responsibilities

Under the supervision of the Director of Medical and Clinical Affairs, the Clinical Department Trainer:

1. Actively participates with the Clinical team to deliver the Clinical Department's Learning Programs, specifically,
 - a. Facilitating and delivering engaging in-person and virtual trainings using adult learning approaches to increase participation, such as inquiry-based instruction, interleaving, case studies, and peer learning;
 - b. Work with existing Clinical Program leads as a team member to learn and teach curriculum to health center staff;
 - c. Supporting the development and updating of training materials and tools related to areas that improve patient care, including access, workflows, and patient-centered and primary care medical home for FQHCs, while incorporating relevant, evidence-based material, emerging opportunities, and changing standards;

- d. Coordinating training and coaching logistics with health center participants, including scheduling, preparing materials, and supporting the TACHC Events Director, as needed;
 - e. Providing support and assistance to health center alumni and teams that have participated in Clinical Programs to address challenges in transformation processes and for developing plans related to process improvement (implementation and transformation);
 - f. Coordinating consultant and TACHC faculty activities, and facilitating their communications with the Clinical team;
 - g. Ensuring that feedback is provided to assigned participating health center teams and reporting requirements are met;
 - h. Assisting in the continuous improvement and evaluation of Clinical Learning programs, based on participant feedback, evaluations, and surveys; and
 - i. Helping with the promotion, maintenance, and management of the programmatic content in the TACHC Learning Hub (TACHC's Learning Management System, Docebo).
2. Participates in Clinical Department outreach and recruitment activities to include:
- a. Providing current information and scheduled dates regarding TACHC Department of Medical and Clinical Affairs programs and trainings, health events, and national awareness topics;
 - b. Engaging health center program participants and alumni through communications, outreach, and listservs to provide support to spread and sustain learned concepts and practices;
 - c. Working directly to support health center participants through the TACHC Learning Hub, which houses asynchronous eLearning modules, podcasts, webinars, as well as use of Project-ECHO® and continuing education and/or certifications; and
 - d. Connecting health center staff with peers to support problem-solving and the application of principles and best practices learned during Clinical Program participation.
3. Works with Director of TACHC Medical & Clinical Affairs, and or Clinical Advancement Director to identify, engage, and coordinate with subject matter experts on project goals and objectives to

enhance Clinical programs and the Clinical & Informatics Conferences

4. Assists with the facilitation of TACHC's clinical communication platform such as the Medical Director, Dental Director, Behavioral Health, Clinicians workgroups and listservs
5. Travels 30% of the time for site visits, trainings, and/or conferences related to the TACHC Clinical Programs
6. Presents findings, lessons learned, and best practices at TACHC conferences and trainings, as requested and assists others in related presentations as needed, representing TACHC on the local, state, and national levels.

Knowledge, Skills and Abilities

- Basic understanding of purpose, mission, and values of Federally Qualified Health Centers
- Experience in presenting trainings and coaching virtually and in-person
- Knowledge of adult learning principles and inquiry-based learning practices
- Skilled in project development, implementation, and evaluation, including survey design
- Skilled in conducting community engaged focus groups, gathering information, summarizing input and findings to share with team members
- Knowledge and hands-on experience in clinical quality, and performance improvement principles, general data analysis and population health management concepts and implementation
- Knowledge and assessment of health center workflows and efficiencies (i.e., LEAN concepts) and practice transformation principles
- Experience and strong organization skills with ability to coordinate schedules, acting as a liaison between consultants and organization(s)
- Skilled in oral and written communication and presentation skills
- Ability to work both independently and collaboratively, depending on assigned task(s)

- Must be resourceful with ability to multi-task activities, projects or communications according to priority
- Ability to adapt and prioritize effectively to quickly in a changing environment
- Interest and initiative to pursue training for clinical delivery of whole-person care and trauma informed care principles and practices, as well as new and emerging trends

Credentials and Experience

- Bachelor's degree in a health-related field preferred or health care related experience
- Two years relevant clinical experience as instructor or trainer in the health care field, FQHC preferred
- Basic knowledge of health care trends, programs, and standards (such as PCMH, value-based care, etc.) preferred
- Spanish proficiency preferred

Special Requirements

- Position requires the ability to provide technical assistance and training to member centers in a timely manner; ability to assist and respond to requests for information from other departments within TACHC; ability to manage multiple projects with a minimum of supervision; and must be proficient in basic software such as Microsoft Office Suite, and adaptable learn new software including project management and learning management system platforms. Position may require sitting or standing for extended periods of time. Circumstances may require standing, walking, stretching, reaching, pushing, lifting objects weighing 10-30 pounds, bending, and/or stooping.