NON-CONTRACT ROLE DESCRIPTION

JD3011

ROLE TITLE:	Training Lead - Registration Practice and Reliability	**ROLE DESCRIPTION NO.:**	00823
DEPARTMENT:	Registration	**HEABC REFERENCE NO.:**	1872685
REPORTING TO:	Regional Manager, Registration	**HSCIS CODE:**	03099
CLASSIFICATION:	NCEC/Range 7	**JOB CODE:**	03099BW

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Regional Manager, Registration, the Training Lead - Registration Practice and Reliability supports and facilitates the orientation, education and training of Registration and Patient Placement staff. The Training Lead - Registration Practice and Reliability assists with ensuring registration reliability and guiding the implementation of new processes and Data Quality programs within Registration and Patient Placement. The Training Lead - Registration Practice and Reliability works directly with Registration and Patient Placement staff as a leader, mentor and trainer to ensure quality standards and procedures are being met. Provides role modelling and leadership to promote a positive learning culture, standardized registration and bed management practices.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

DUTIES AND RESPONSIBILITIES:

1. Works in collaboration with the Coordinator of Registration and Patient Placement to facilitate the orientation of new employees by developing and maintaining training materials and plans, and by participating in the training, monitoring and evaluation of new employees.

2. Participates in the development and quality monitoring of standardized registration and patient placement policies & procedures, goals and objectives in collaboration with the Regional Manager, Registration.

3. Provides ongoing assistance in evaluating outcomes and recommending changes in practice, policy and procedures to support registration reliability.

4. Identifies opportunities for improved efficiencies within registration and patient placement. Assists with implementation of approved changes as required.

5. Monitors and assesses learning needs of Registration and Patient Placement staff; develops applicable learning strategies; facilitates, evaluates and monitors results; and provides ongoing coaching and support for learning.

6. Develops, initiates and compiles statistical reports on Registration and Patient Placement activities. Provides input, analyzes and recommends potential program modifications based on quality data in consultation with the Regional Manager, Registration.

7. Participates in a variety of projects as assigned. Responsibilities include development and maintenance of orientation manuals, procedure manuals and unit profiles. Assists with research, implementation and tracking of statistical data involving new projects.

8. Participates in Change Management cycles, guiding the activities associated with Systems enhancements and Workflow improvements.

9. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Bachelor's Degree in Business Administration or related field and a minimum of five (5) years' of recent, related experience preferably in a large, complex organization.

Valid BC Driver's License.

Skills And Abilities

- Sound knowledge of existing systems and processes that support movement of patients through the acute care system.
- Ability to develop educational strategies and programs.
- Excellent Change Management skills, excelling in the ability to review, and test system enhancements with a high level of attention to detail.
- Excellent computer skills with advanced knowledge of the use of Excel & Sharepoint.
- Expertise in Health Information Management, Registration practices and operational workflows.
- Knowledge of adult education and learning principles and ability to integrate into programs and strategies.
- Demonstrated leadership skills.
- Excellent interpersonal, problem solving and conflict management skills.
- Ability to communicate effectively, both verbally and in writing.
- Ability to deal effectively with others including Patient Placement staff, Coordinators Site Operations, inpatient units, patients and physicians.
- Ability to keyboard at least 50 wpm.
- Knowledge of medical terminology.
- Physical ability to carry out the duties of the position.