



Title: Clinical Trainer
Department: Workforce Development
Supervisor: Clinical Trainer – Lead
Subordinates: None
FSLA Status: Non-exempt
Pay Grade: 109

Purpose of Job:

Improves the overall health of the communities we serve by providing effective and efficient training as follows:

Essential Duties and Responsibilities:

- Designs, develops, and facilitates clinical training and materials to new and existing clinical staff.
- Develops and delivers education and evaluates effectiveness to provide pre- and post-training support to improve workflow efficiency as needed.
- Monitors and maintains comprehensive knowledge of software and workflow practices.
- Maintains repository of clinical job aids and workflows.
- Monitors system use and workflows to identify and deliver training needs.
- Works collaboratively with other departments to ensure clinical training needs are met.
- Performs other duties as assigned.

Telehealth will work in collaboration with Telehealth teams, assist in the design, development, and facilitation of clinical and corporate telehealth training programs across multiple locations.

Medical Assistant will design, develop, and facilitate clinical medical trainings, materials and skill labs to new and existing staff in collaboration with working groups.

Pharmacy Technician will design, develop, and facilitate pharmacy trainings and materials to new and existing staff in collaboration with working groups. They will also be responsible for development and management of the Pharmacy Technician Apprenticeship program.

Dental Assistant will design, develop, and facilitate dental trainings, materials, and skills labs to new and existing staff in collaboration with working groups.

Qualifications:

Education/Experience: At least one year of experience with electronic health, dental or pharmacy records, including work optimizing clinical use required. Bachelor's degree in relevant area preferred. Facilitation and training experience preferred. Previous experience working for underserved populations preferred.

Medical Assistant – Certified: Completion of medical assistant training through a post-secondary school, WACH apprenticeship program or college program accredited by the Accrediting Bureau of Health Education School (ABHES) or the Commission of Accreditation of Allied Health Education Programs (CAAHEP) required. Certification through the American Association of Medical Assistants (AAMA), Certified Clinical Medical Assistants (CCMA) or National Center for Competency Testing (NCCT) required within 120 days of hire. Certified credential issued by Washington State Department of Health within 120 days of hire.

Pharmacy Technician: Pharmacy Technician Board (PTCB or NHA) certification required. Must have active Pharmacy Technician Certification license with WA Department of Health at time of hire.

Dental Assistant: Completion of accredited dental assisting program or CHAS Dental Assistant training program required. Dental Assisting National Board (DNAB) certification recommended. Valid Dental Assistant Registration licensure in the state of Washington required at the time of hire.

Skills: Positive attitude and ability to work effectively and collaboratively with people at all levels of the organization required. Demonstrated excellent verbal and written communication/presentation skills required. Ability to maintain a high level of

confidentiality required. Excellent time management, organization and follow up skills required. Computer skills required. Valid drivers' license and insurance required.

Physical Demands:

While performing the duties of this job, the employee is regularly required to hear, use vision, stand, sit and be mobile. The employee will use hands to finger, handle or feel. Communicating occurs constantly throughout the day. The employee may occasionally lift and/or move up to 10 pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read and understand the above job description.

Employee Signature: _____ Date: _____

Print Name: _____