

UW HEALTH JOB DESCRIPTION

ENVIRONMENTAL SERVICES EDUCATION SPECIALIST

Job Code: 410016	FLSA Status: Exempt	Mgt. Approval: B.Weiler	Date: 9.2017
Department : Environmental Services		HR Approval: K.Sawyer	Date: 9.2017

JOB SUMMARY

The Environmental Services (EVS) Education Specialist is responsible for the initial and ongoing education of Environmental Services Technicians. Under the direction of the Environmental Services Director, the Education Specialist is responsible for researching, assessing, designing, developing, delivering, and evaluating training curriculum, programs and objectives within the Environmental Services department. The EVS Education Specialist will create a curriculum and implement courses to support these objectives. They will monitor progress and provide feedback to those being trained.

Teaching activities include department orientation, initial training of new Environmental Services staff, ongoing education, department compliance training, creating computer based trainings (CBTs), mandatory UW Health training, and various in-services.

The incumbent is expected to collaborate with all members of the Environmental Services department, partners and stakeholders across UW Health, and to use independent judgment, problem solving and analytical skills in identifying and assessing talent development needs, and designing and delivering educational programs at the department level utilizing performance consulting skills and best practices in learning & development including cultural competencies and generational differences. This role often advises leaders and peers in addressing learning needs and determining appropriate education and talent development solutions.

The Education Specialist is responsible for the development, oversight and evaluation of quality assurance initiatives within Environmental Services. Opportunities for quality improvement will be identified, and programs developed, to ensure understanding and compliance by all staff.

The Education Specialist will work closely with EVS Managers and Supervisors, Senior Environmental Services Technicians, and Environmental Services Technicians who also train staff while monitoring employee development and identifying opportunities for improvement. The EVS Education Specialist will provide input to annual employee performance appraisals, quarterly staff performance meetings, employee improvement plans, competency assessments, promotions, and discipline.

MAJOR RESPONSIBILITIES

1. Designs, develops, and delivers education via a broad range of instructional methods including instructor-led, live webinar, web-based/online learning, blending learning and curriculum packaging, and other self-directed development activities using sound curriculum design principles and standards.
2. Consults with Environmental Services Leadership and various UW Health stakeholders to assess talent development needs including conducting educational needs assessments and exercising discretion and independent judgment to recommend appropriate development solutions.
3. Effectively uses principles and best practices in adult learning, instructional systems design, ADDIE model, and Kirkpatrick model measurement and evaluation techniques to build educational programs.
4. Consults with EVS Leadership on performance with EVS Managers, Supervisors and employees and provides recommendations to address development gaps.
5. Monitors and measures customer service satisfaction and level of services provided through appropriate mechanisms to evaluate and implement improvements as needed.
6. Troubleshoot barriers to creating new programs and in continuing programs, and finds efficiencies and creative solutions.
7. Participates in and provides consultation and expertise to internal project teams.

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8. Supports and leads other courses, programs and special projects as necessary.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business, human resources, organizational communication, or related field.
	Preferred	
Work Experience	Minimum	3 years of organizational training or education experience delivering/facilitating group training programs.
	Preferred	Healthcare experience.
Licenses & Certifications	Minimum	
	Preferred	CPLP (Certified Professional in Learning & Performance)
Required Skills, Knowledge, and Abilities <ul style="list-style-type: none"> Strong needs assessment and instructional design/curriculum development experience. Proven ability in developing learning programs and curriculum for a spectrum of delivery channels. Knowledge and experience with learning/talent development solutions. Consulting and relationship building skills. Solid experience in instructional design and needs assessment. Solid presentation and facilitation skills with thorough knowledge in principles of adult learning. Ability to research issues and make effective recommendations using critical thinking skills. Effective project management skills with ability to handle multiple tasks simultaneously while managing deadlines. Effective analytical ability and sound judgment to assess needs and troubleshoot performance or process issues. Strong and effective communicator, both verbally and in writing. Strong orientation to customer service and demonstrated customer service skills. Ability to work with diverse populations. Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes. Ability to maintain confidentiality of any and all information encountered. Proficiency using the following software is required: <ul style="list-style-type: none"> MS Outlook MS Word MS PowerPoint MS Excel Knowledge of some of the following software and applications: <ul style="list-style-type: none"> Learning Management Systems Webinar/Web-conferencing software 		

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.