

Hiring Announcement

TennCare Training Director (*HR Classification: TennCare Eligibility Director*)

The Division of Health Care Finance & Administration is seeking a TennCare Training Director (*HR classification: TennCare Eligibility Director*) in the TennCare Eligibility organization within the Member Services division. This position will be responsible for leading a team of seven (7) employees; including two (2) Curriculum Designers (*HR classification: Executive Administrative Assistant 1*), one (1) Training Manager (*HR classification: Training Officer 2*), three (3) Trainers (*HR classification: Training Officer 1*) responsible for training coordination and execution, and one (1) Training Technical Lead (*HR classification: Executive Administrative Assistant 2*) responsible for training technology support.

The TennCare Training Director will work under the supervision of the TennCare Deputy Director of Member Services to develop training goals, priorities, objectives and strategies. Additionally, the Eligibility Training Director will ensure communication and action plans are developed and effectively implemented; develop and implement quality assurance and employee training standards and measures; ensure collaborative problem solving and decision-making processes are utilized to maximize the efficiency and effectiveness of the training program and process; and monitor the risk and quality of all aspects of the TennCare Eligibility training needs and process. The TennCare Eligibility Training Director must maintain a current knowledge base of policy and regulations surrounding Medicaid and the Children's Health Insurance Program (CHIP) eligibility. In addition to ensuring curriculum contains material content to support program policy and procedures, the TennCare Training Director will ensure training is compliant with all requirements set forth in requirements mandated by federal court orders and consent decree.

The TennCare Eligibility Training Director will report directly to the TennCare Deputy Director of Member Services and will work closely with the other members of the Eligibility Organization's leadership team.

Core Responsibilities:

- Design and implement training strategies, plans, programs, and processes to ensure efficient eligibility processing to best serve TennCare members
- Develop and manage a team that is able to create, facilitate, and evaluate learning programs for HCFA employees
- Proactively contribute to development of role specific training curricula and training courses/programs for HCFA staff
- Maintain existing training resources and evaluate emerging technologies and tools to support diverse training needs
- Identify and prioritize training needs across multiple departments within the organization
- Frequent collaboration with relevant internal stakeholders to develop, implement and assess trainings
- Conduct educational needs and assessments working with multiple Member Services departments to understand training requirements. Develop appropriate solutions to address performance gaps in close cooperation with all relevant stakeholders across these departments.
- Develop training team performance metrics and ensure they are met
- Oversee the development of learning objectives and the creation of content to support objectives through classroom coursework, self-study sessions or online coursework.
- Provide operational support in the execution of all learning programs

Qualifications:

- Bachelor's Degree
- Minimum of four (4) years management/supervision experience in either state government, healthcare or a program eligibility related field
- 7 or more years of progressively increasing levels of responsibility in training
- Ability to adapt to changing priorities and deadlines

- Experience creating technical training programs
- Experience in training, e-learning design and development
- Comfortable and expedient in regards to learning the use and understanding of software used as a business enterprise-wide solution
- Proven Experience with training methodologies
- Ability to foster and maintain cohesive working relationships
- Confident in dealing with all levels of the organization and able to present a strong and clear rationale as to why a learning initiative is relevant
- Ability to interpret and execute public policy
- Proven success in developing and managing a team that is able to create, facilitate, and evaluate learning programs
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required
- Project management related skills; resource assessment/allocation, task prioritization, chronicling of events
- General Business analysis understanding; including business process design, assessment and configuration

Job Location: Nashville, Tennessee

How to Apply: Qualified candidates should send their resumes along with a cover letter to the attention of Kelvin Meeks, Deputy Director of Member Services to MemberServices.Jobs@tn.gov before September 10, 2016.