

Job Description

Job Title	Training Supervisor
SOC	11-3131
Department	Case Management Operations
Reports To	Assistant Director
Supervisory Duties	Yes
Classification	Exempt
Travel Required	25%
Revision Date	February 2021

Summary of Position

The Training Supervisor is responsible for providing necessary resources and supports to all new Case Managers for passing the Case Manager exam and ensuring that the Case Managers are prepared to meet minimum level standards for all basic components of Case Manager responsibilities, while upholding IPMG's Core Values and Mission.

Essential Functions & Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Provide direct, hands-on training and coaching to new Case Managers, to the minimum standards outlined; oversight, monitor, process and assist with the quality and timeliness of work performed by new Case Managers to ensure that DDRS and IPMG quality criteria are met
- Assist with the implementation of curriculum for new Case Managers that provide the education, exposure, and experience to pass the Case Manager exam by the 90th day of employment and to transition successfully to the Supervisor within 120 days of employment; conduct new hire and PCP training
- Collaborate with other departments on training needs and Case Manager expectations; participate in team meetings as scheduled
- Provide or coordinate shadowing opportunities for new Case Managers
- Track, document and provide feedback in performance reviews with Case Managers every 30 days; implement performance development plans when necessary; track training and documentation and provide feedback to the Assistant Director ongoing
- Field complaints and concerns as they arise from stakeholders
- Provide on-call crisis support as needed
- Other projects as assigned by management

Competencies

- Strong verbal and written communication skills
- Organizational skills
- Time management

Supervisory Responsibilities

This position supervises other employees.

Required Education & Experience

- Bachelor's degree in psychology, sociology, social work, counseling, nursing, special education, rehabilitation, gerontology, training & development, or other human services field
- Experience in training Case Managers or other adult learners
- Knowledge of adult learning processes and theories
- Minimum 1 year of IPMG Case Manager experience
- Knowledge of waiver case management processes, standards, and regulations
- Knowledge of web-based systems
- Strong technology skills
- Ability to perform successfully in a virtual environment under minimal direct supervision

Preferred Qualifications & Experience

- IPMG quarterly review level case management experience

Additional Eligibility Requirements

- Authorization to access the State of Indiana's operating systems
- Current and valid driver's license
- Current and valid car insurance
- Ability to pass a thorough background screen
- CPR certification

Work Environment

This position functions in a home office setting, using standard office equipment such as a computer, phone and scanner.

Physical Demands

Minimal lifting and reaching. This is primarily a sedentary position.

Position Type & Expected Hours of Work

This is a full-time position with a standard work schedule of Monday-Friday, 8am- 5pm, or similar hours and additional hours as needed.

Travel

Statewide travel is required.

EEO Statement

IPMG is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, gender identity, political affiliations, arrest records or any other characteristic protected by federal, state or local laws.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature

Date