

Job Description (Posted April 2021)

Northeast Healthcare Hub (NEHH) Training Manager

Greater Lowell/Merrimack Valley/North Shore Workforce Boards

Application process: Using the subject line “NEHH Applicant,” please email a cover letter and resume to kheen@masshire-northshorewb.com no later than May 21, 2021.

Reporting structure: The NEHH Training Manager reports to the MassHire-North Shore Workforce Board Executive Director, in collaboration with the Executive Directors of the Greater Lowell and Merrimack Valley Workforce Boards (WBs).

Introduction: The Northeast Healthcare Hub (NEHH) is a consortium led by the Greater Lowell, Merrimack Valley, and North Shore WBs and includes healthcare companies and educational organizations located within these WB regions. The NEHH mission is to address Northeast healthcare talent issues so that companies can find, retain, and grow talent. In addition, the consortium will help workers within this region secure high-quality jobs and careers. The NEHH is a new organization and is part of a longer-term effort sponsored by the Massachusetts Skills Cabinet (<https://www.mass.gov/orgs/workforce-skills-cabinet>) to support healthcare as the largest industry and a major economic driver in the Commonwealth.

Position summary: This individual is responsible for the coordination of NEHH training and data tracking for the initial NEHH project to be implemented between May 2021 and June 2023. In addition, it is anticipated that additional grant-funded projects will also develop and be implemented under the direction of this position.

The initial program involves providing training to unemployed Northeast Massachusetts residents that lead to Certified Nurse Assistant or Certified Medical Assistant certifications. NEHH companies will participate in screening potential students and will hire successful graduates from training. The program will also include the implementation of career ladder activities leading to a certain portion of these graduates, as well as some incumbent workers, applying for and being accepted into nursing school or other higher-level clinical education. Future trainings will be developed through the leadership of the NEHH business membership.

The Training Manager works as part of the NEHH team with a variety of partners in this role including WBs, MassHire Career Centers, educational institutions, and, most importantly, healthcare companies and trainees, whether employed in healthcare, underemployed, or unemployed. The Training Manager must respond to the requirements of the funding source AND to the various protocols of the partners in the process so work is accomplished and grant goals are met.

Specific responsibilities for the first grant:

- On a routine basis, convene project teams, or individual members, including WBs, MassHire Career Centers, community colleges, vocational technical schools, companies, and others to establish and manage this training program, and potentially others, so it works smoothly and results in quality employment opportunities and careers for students and quality talent for companies.
- Work with partners to ensure that services provided to students and companies, including recruitment, assessment, case management, curriculum development, instruction, job placement, logistical issues, and other related grant activities are done at a high-quality level and in compliance with grant requirements.
- In partnership with the MassHire Career Centers, work with participants prior to employment to ensure that they are successfully hired and retained by Hub companies. Once hired, continue to support those interested in moving up the nursing career ladder so that they are accepted to nursing school prior to the end of this grant. Services may include tutoring, mentoring, financial literacy, life management skills, transportation, etc.
- Coordinate with the MassHire Lowell, Merrimack Valley, and North Shore Career Centers to ensure enrollment goals are being met across the Northeast region.
- In addition to these new workers, provide similar support to a group of incumbent CNAs/MAs who are also interested in moving into higher-level nursing positions.

Other responsibilities:

- Assist with managing this initial grant and potentially other grants, in conjunction with other Hub staff, including following budget and program requirements, reporting to funding sources, entering information into databases and other duties as they arise.
- Participate in state-wide meetings with other grant recipients and grant funders when required or requested. Prepare reports for review by NEHH leadership and other partners on an ongoing basis and as required by funding sources.
- Support project activities around receiving other leveraged federal, state, and private funding sources.
- Ensure that the companies and students receive the support – financial and otherwise – to successfully complete this and future programs.
- Bring issues to the project teams as they arise so problems can be solved as the project develops. Participate and/or lead partner convenings to ensure that communication is

clear and consistent, that work flows efficiently and effectively, and that innovations to this work happen to continually improve NEHH training services.

- Assist in evaluation activities as determined by the grant partners.
- As part of the NEHH team, work to ensure the sustainability of this and other training programs that best meet the needs of the healthcare industry in the NEHH region.
- Take on other duties as they arise.

Qualifications:

1. Bachelor's degree in a related field
2. Experience working in the healthcare industry required
3. Experience working in the workforce development arena highly preferred
4. Experience working within a highly complex partnership model, with expertise in keeping partnerships cohesive and moving forward
5. Excellent communication skills, both verbally and in writing
6. Excellent attention to detail
7. Experience in completing reports and otherwise communicating to ensure efficient and complete expenditure of funds and fulfillment of project goals
8. Ability to create training opportunities for companies and job seekers within a grant-based environment
9. Ability to influence organizations and people over which there is no direct oversight authority
10. Ability to work with boards of directors and with partners, providing them with information as needed and facilitating decisions based on this information

Hours and compensation: 25 hours per week; \$50,000 per year including benefit package; currently funded as a two-year position with potential for funding beyond two years