



CAREER OPPORTUNITY WITH SILVER FERN HEALTHCARE

Title: Director, Clinical Training and Content

Position Description

An essential member of the Silver Fern Team, the Director, Clinical Training and Content reports to the SVP and Head of Operations. The Director, Clinical Training and Content oversees clinical content development and manages in-person and online training programs. The Director, Clinical Training and Content manages the clinical consulting team and works closely with the Instructional Designer and the SVP, Marketing and Communications, to ensure cross-organization alignment and adherence to the product development schedule.

About Silver Fern Healthcare

Based in Connecticut and founded in 2013, Silver Fern Healthcare is an early-stage company working to reverse the chronic-disease epidemic in the United States. Driven by a mission to transform care for people with chronic diseases, Silver Fern's scientific, evidence-based SaaS products and accompanying services provide healthcare professionals with tools and insights to improve the care—and the lives—of patients with chronic disease. Silver Fern works with a wide variety of healthcare stakeholders to provide products that address the human and financial challenges of treating chronic disease.

Responsibilities

Content Development

- Outlines project scope including estimating time and staffing requirements for content development, training, and related services
- Oversees and contributes to the development of clinical content for all Silver Fern products, including module assessments, clinical suggestions, clinical rationale manuals, and training
- Writes and/or reviews clinical content for communications, sales, and marketing materials, such as Power Points and brochures
- Keeps up to date with healthcare industry trends as well as trends and development in the treatment of chronic diseases
- Directs and organizes a team of clinicians in the collaborative development of clinical content

Training

- Outlines and writes training curriculum for clients
- Leads the development of training guides
- Coordinates, creates, and delivers dynamic in-person training and technical assistance for clients
- Provides professional learning via different delivery models to match training goals and client needs, including face-to-face, blended, and online



- Continuously develops new knowledge and skills related to best practices in the area of adult learning, including new technologies that enable services to be provided in a variety of delivery modes
- Develops the clinical content for the online Learning Management System, including identifying related clinical resources and contributing to the development of video scripts

Supervision

- Manages a team of clinical consultants with expertise in chronic conditions
- Oversees the effective recruitment, onboarding, and training of clinical consultants
- Drives a culture of teamwork and collaboration among clinical consultants
- Maintains effective communication with a diverse team
- Assigns projects to clinical consultants and establishes and monitors performance
- Ensures delivery of assigned projects, according to timeline and budget, including overseeing and tracking project budgets

Other Duties

- Develops strong knowledge of Silver Fern’s mission, products, competitive advantages, and clients
- Recommends opportunities to develop or sell additional services and products to clients
- Consistently utilizes technology systems, including collaborative platforms
- Keeps supervisor informed of all critical issues
- Performs other duties or special projects, as assigned, based on evolving company need

Desired Skills and Attributes

- Highly flexible and adaptive work style, with the ability to work irregular hours and prioritize among competing demands
- Superior management and organizational skills
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with diverse stakeholders
- Technologic proficiency with the ability to learn new workflow and business tools and systems
- Proficiency with technology programs for delivering presentations
- Strong customer service skills

Education and Experience Required

- Minimum of three (3) years’ experience as a trainer
- Minimum of three (3) years’ of frontline experience in critical care delivery
- Clinician designation of RD, RN, or other healthcare clinical training

Travel

- Travel to trainings, events, and meetings required



Location

20 Church Street, Mezzanine Level, Hartford, CT

Open Date

February 13, 2020

Closing Date

Open until filled

Directions to Apply

To apply, please email your resume and cover letter describing your match to the job requirements to apply@silverfernhealthcare.com.