

Job Title	System Champion Trainer
Division	Hospital
Location	Johannesburg Surgical Hospital
Reporting Structure	Patient Services Manager

Job Summary

The System Champion Trainer will be responsible for training and supporting staff on the Hospital systems, acting as a key resource for the successful implementation and optimization of the system across the hospital group. This role will involve both virtual and in-person training sessions, process optimization, and ongoing support to ensure effective use of the computer systems. The ideal candidate will have a strong background in training and process improvement, with the ability to impart knowledge, be patient, and adapt to various training needs.

The purpose of the System Champion Trainer, is to effectively train hospital staff on the electronic system, optimize system processes, and ensure efficient and effective use of the system across the hospital group. The System Champion Trainer will contribute to the overall success of the system implementation and ongoing system utilization.

Requirements

- Exceptional teaching and training skills, with the ability to convey complex information in an understandable and engaging manner.
- Patience and perseverance in training and retraining staff to ensure system proficiency.
- Strong problem-solving and analytical skills, with the ability to review and optimize processes effectively.
- Excellent communication and interpersonal skills, with the ability to interact confidently with staff at all levels.
- Proficiency in using virtual communication tools (e.g., Microsoft Teams) and training software.
- Experience with system implementation and process optimization is highly desirable.
- Strong knowledge of training methodologies, adult learning principles, and instructional design.

Qualifications

- Bachelor's degree in Information Technology, Business Administration, Education, or a related field.

Experience

- Minimum of 3-5 years of experience in training, teaching, or instructional roles, preferably in a healthcare or IT setting.

Responsibilities

Training and Support:

- Develop and deliver comprehensive training programs for hospital staff on the Electronic system, including both virtual (via Teams) and in-person sessions.
- Provide one-on-one and group training sessions to ensure all users understand and can effectively use the system.
- Create and maintain training materials, including manuals, guides, and online resources, to support system users.

Process Optimization:

- Review existing practices and processes related to the Electronic system and identify areas for improvement.
- Collaborate with hospital departments to optimize system processes and ensure alignment with operational needs.
- Implement changes and updates to processes based on feedback and system performance to enhance efficiency and effectiveness.

System Expertise and Support:

- Act as the primary point of contact for system-related queries and issues, providing timely and effective support to users.
- Stay updated on the latest features and updates of the Electronic system, ensuring that staff are informed about new functionalities and best practices.

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- Troubleshoot and resolve system issues, escalating complex problems to the Group IT Manager as needed.

Training Evaluation and Feedback:

- Assess the effectiveness of training programs and adjust content and delivery methods based on feedback and performance outcomes.
- Conduct regular evaluations to measure the success of training sessions and identify areas for further development.

Documentation and Reporting:

- Maintain accurate records of training sessions, participant progress, and system usage.
- Prepare and present reports on training activities, user adoption, and system performance to hospital management and the Group IT Manager.

Collaboration and Communication:

- Work closely with the IT team, department heads, and other stakeholders to ensure smooth implementation and integration of the Electronic system.
- Communicate effectively with staff at all levels to ensure clear understanding and engagement with the training process.

Company needs

This role involves both virtual and face-to-face training sessions, with flexibility required to accommodate different training formats.

Standard working hours apply, with occasional extended hours or travel to other hospital locations for in-person training sessions.

The role may require occasional travel to other hospital sites within the group for face-to-face training and support.

The System Champion Trainer will play a critical role in ensuring the successful implementation and effective use of the Electronic system across the Group. This role requires a skilled trainer with the ability to optimize processes, provide ongoing support, and contribute to the overall success of the system.



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Johannesburg Surgical Hospital is an equal opportunity employer.

The Company's approved Employment Equity Plan and targets will be considered as part of the recruitment process aligned to the Company's Employment Equity strategy.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to chiara.els@jsh.co.za

Please Note:

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purpose relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without your prior consent.

Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.