Human Resources for the HCBHC

Name:

Institution:

**Introduction**

Harbor City Behavioral Centre presents with some significant human resource needs that needs to be addressed to ensure successful operation of the organization. For example, the HCBHC’s annual summary report provides that the center needs to fill in four current positions in the departments of IT, HR, CBS, & ACS. The HCBHC’s corporate policy also provides that the center needs to select and train staff to maintain high standards and also implement services tailored to meet the changing market environment. The center aims to become the best in the behavioral healthcare environment, and it hopes to achieve this through team-based healthcare. The human resource department is always at the center of an organization’s success because it is the people who determine its direction. Conducting a training needs assessment will help the HR department to select competent professionals who will steer HCBHC towards achieving its vision.

**Training Needs Assessment**

An effective training needs assessment will help to determine, the needs of the organization, competent personnel, the gaps in operations, and the type of training to meet those organizational needs. The first step in identifying and designing a training program is to evaluate the organization’s needs. One needs to understand what problem they are trying to solve when designing a training program (Mahmud et al., 2019). Here, HCBHC’s human resource needs requires identifying competent staff to fill in the four vacant positions in the departments of IT, HR, CBS, & ACS. These personnel will be required to maintain the high standards of the organization and drive the vision of the organization. The second step is to identify the gaps in the organization to determine current and desired organizational productivity. The third step in needs analysis is to gauge the available training options to meet the needs of the organization. HCBHC will require different training options for the employees, including technical skills development, orientation, team training, and quality training to achieve its vision (Burns et al., 2012). The fourth step is to offer recommendation and provide a training solution.

**Evaluating Training Program Effectiveness**

Employee training is an investment on its own, and hence, it warrants evaluation to determine its effectiveness. Evaluation is also essential to identify areas of improvement and to improve employee retention rates. One of the suitable models of evaluating training programs is the Kirkpatrick approach, which uses a four-level strategy to measure the success of a training program (Rafiq, 2015). The first approach to evaluation is reaction-it measures how employees respond to the training and its relevance. One can use interviews or questionnaires to determine if the learners find the program useful. The second step is learning- it measures the level of knowledge and skill retention following a training a program. The third level is behavior-measures the practical aspect of learning to determine how employees are utilizing the knowledge and skills at work. The fourth strategy is results- it evaluates the tangible outcome of training regarding improved productivity, patient satisfaction, employee retention, better coordination of activities, and increased and faster recovery of mental illness (Rafiq, 2015).

**Job Description for Training and Development Coordinator**

HCBHC is currently looking to recruit personnel for the position of training and development coordinator. The respectful individual will be responsible for overseeing the training process of employees in the organization to ensure employees gain the required skills and knowledge to drive the vision of the organization. The employee’s roles will include designing and executing effective training programs and conducting evaluations to determine the programs’ success. One must possess excellent leadership and employee engagement skills. The position requires qualified individuals with a minimal of three years’ experience and a bachelor’s degree in human resource management.

References

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