Aspire, Inc.
Direct Support Professional (DSP) Trainer

General Description of the Position:

This position is responsible for developing, delivering, and supporting training initiatives that prepare employees to provide high-quality services to individuals supported by the organization. As a newly established position, the Trainer will partner with the Talent Development Coordinator (TDC) to identify, develop, organize and implement training resources that build the foundational and advanced competencies required of Direct Support Professionals.

Once training programs and materials are established, the Trainer will serve as the primary facilitator for new employee onboarding and classroom-based orientation programs. The Trainer will support employee success by providing ongoing coaching, conducting scheduled follow-up check-ins with newly hired staff, and contributing to career development opportunities as part of the DSP Career Ladder Program.

Position accountable to: Director of Human Resources

Position supervises: none

FLSA: Non-Exempt

Essential Responsibilities:

Training Program Development:

- Collaborate with the Talent Development Coordinator to assess training needs and identify competency-based learning requirements for Direct Support Professionals.
- Research, develop, and maintain training materials, curriculum, presentations, learning activities, and job aids.
- Oversees, evaluates, and coordinates the Mentor Program with a goal to provide a peer welcome, connections throughout the course of a new employees' first year of employment and improved retention and job satisfaction of new team members.
- Ensure training materials reflect organizational policies, best practices, regulatory requirements, and person-centered service standards.
- Assist with the design and implementation of learning pathways that support DSP career advancement and professional growth.
- Evaluate training effectiveness and recommend improvements based on participant feedback and organizational needs.

New Employee Onboarding and Orientation:

- Serve as the primary trainer and facilitator for new employee orientation programs.
- Conduct first-day onboarding activities, ensuring new employees receive a welcoming and informative introduction to the organization.
- Deliver engaging classroom and hands-on training sessions using a variety of instructional methods and learning modalities.
- Demonstrate job-specific skills and techniques required for safe and effective direct support services.
- Assess learner understanding and provide coaching to ensure competency development.

New Employee Support and Follow-Up:

- Conduct scheduled check-ins with newly hired employees following orientation and placement at assigned worksites.
- Monitor the effectiveness of job-specific orientation experiences provided by supervisors, coworkers, and mentors.
- Identify learning or language barriers to successful onboarding and collaborate with supervisors to provide additional support, coaching, or resources.
- Promote employee engagement, retention, and a positive onboarding experience.
- Serve as a resource for new employees as they transition into their roles.

Learning Management System and Administrative Support:

- Partner with the Talent Development Coordinator to manage training assignments and records within the Learning Management System.
- Serves as a backup to the Talent Development Coordinator uploading training materials, assign learning modules, track completion records, and maintain accurate training documentation.
- Assist with scheduling training sessions and maintaining training calendars.
- Provide backup support to the Talent Development Coordinator for learning management and training administrative functions.

Ongoing Employee Development:

- Supports ongoing education initiatives and career ladder programs for Direct Support Professionals.
- Develop and facilitate refresher training, professional development workshops, and competency-building opportunities.
- Serves as a role model and actively promotes positive morale and company culture of continuous learning and professional excellence.
- Stays informed regarding industry trends, best practices, and training methodologies relevant to direct support services.

Data Analysis and Reporting:

- Assists with collecting and analyzing data related to talent development initiatives, training effectiveness, and employee performance to inform decision-making stakeholders.
- Assists with gathering feedback and provides recommendations for possible improvements or changes across the agency.

Self-Improvement and Growth:

- Travels periodically to complete training.
- Continually upgrades knowledge and skill in best practices.

Other duties:

- Participates on committees and completes other duties as assigned.

Skills:

- Organized and efficient in completing job responsibilities, attention to detail, assertive and confident.
- Adaptable to change, self-starter and positive.
- Strong understanding of adult learning principles and instructional design methodologies.
- Strong relationship/collaborative skills and a proven ability to build relationships across departments.
- Proficiency in, but not limited to Microsoft Office Suite, basic video editing, and ability to learn/research new software programs.
- Excellent communication (verbal and written), interpersonal, and presentation skills.
- Ability to work effectively with diverse teams and stakeholders at all levels of the organization.
- Enthusiasm and vision for continuing to grow and adapt to meet the ever-changing needs of the organization, while introducing new innovative programs and curriculums.
- Time management and the ability to balance demands and prioritize the work load.
- Ability to work productively without direct supervision.

Qualifications:

- Preferred college degree from a 4-year accredited university and 2 years of experience in Organization Development, Education, Communications, Business Administration or related field; or 5 years of experience working as a Company Trainer.
- Prefer 3 years' experience working with individuals with intellectual and developmental disabilities.
- Proven experience in talent development, training, or organizational development roles.
- Experience in leadership, organization, planning, problem solving, conflict resolution, and an awareness of resources available within the agency and community.
- Must be able to read, reference, comprehend, and implement policies, procedures, rules and standards as established by Aspire and/or state/federal regulatory authorities.
- Ability to perform (and teach as necessary) CPR and de-escalation and physical interventions.
- Valid Driver's License and safe driving record.
- Successful completion of criminal background check and pre-employment drug screening.
- Must be proficient in oral and written English.
- Physical ability to: stand/ walk (for extended periods of time), knee, squat, twist, crouch, and bend (moderate amount), lift and/or carry up to 50 pounds (may exceed 50 pounds during medical and safety emergency situation) with or without varying amounts of assistance on a reoccurring basis; push, pull, or transfer, climb and balance periodically as needed.

Every effort was made to make this job description as complete as possible; however in no way is it stated that these are the only duties you are required to perform. Any one position may not include all of the listed items nor do the listed items include all functions which may be found in positions of this class. Aspire, Inc. reserves the right to make changes to job descriptions, job responsibilities and functions, employment practices, supervisory lines of authority, employment titles, etc. as it deems necessary.

Aspire, Inc. is equal opportunity employer and will consider all qualified applicants for employment without regard to race, color, religion, gender, gender identity, sexual orientation, national origin, disability status, protected veteran status, or any other characteristic protected by law.

By signing this, you agree that you are able to perform all of the required job duties and essential functions of this position with or without accommodations. If accommodations are needed for any of the above essential functions, please contact the Director of Human Resources.

Employee Signature _____ Date Reviewed _____

Created: 10/20/26