

American Red Cross Job Description

Job Title:	PHSS Instructor
Reports to:	Training Coordinator
Department:	NHQ PH&SS

Job Summary:

The PHSS Instructor's primary responsibility is to instruct American Red Cross classes to community groups at the American Red Cross building and/or at community or corporate sites. This position is responsible for providing high quality, superior instruction, providing necessary reports and managing/cleaning equipment in their possession or under their delegated responsibility

This position may be full-time, part-time, or volunteer.

Major Duties and Responsibilities:

- **Instruction:** Teaches Red Cross Health and Safety courses within their current certifications to businesses and to the community. Confirm course at least 72 hours before the scheduled course. Must arrive to teaching site 30 minutes before class is to begin.
- **Supply Chain/Logistics:** Manages all equipment and inventory in their possession. This may include transporting, unloading and set-up the necessary materials and supplies needed to teach classes and return the materials to the prescribed location. At conclusion of class, may be responsible for the cleaning and any maintenance of the equipment.
- **Quality Assurance:** Responsible for applying quality assurance and control programs. Integrates quality improvement activities and measures in overall service provision. Ensure that the proper safety measures are in place to protect customers and staff who participate in the training activities.
- **Resource Management:** Recommends investments in technology, capital, equipment systems or other assets that will improve the quality of the delivery of PHSS services. Responsible for efficient and effective resource use. Adheres to financial controls in the handling of any on-site payments and ensures timely handling and reporting of secured funds.
- **Communications/Reporting:** Engages in regular communications with Training Coordinator regarding course updates and latest changes to products/services. Actively communicates with Training Scheduler regarding availability to teach. Submits timely records for the processing of necessary PHSS records.
- **Personnel Management:** When an instructor's certification is at the level of an Instructor Trainer, they will provide supervision to instructors to ensure high quality, superior delivery of services and products.

Qualifications:

- Current certification to be an instructor in discipline desired to instruct. Credentialing as required by state law for course to be taught or administered.
- Ability to communicate course material in a clear and understandable manner.
- Customer service orientation
- Ability to teach effectively in an adult learning environment.
- High School Diploma or equivalent (GED).
- Current Driver's License. Access to transportation to instruction sites.
- Work in education or service industry is a plus, but not required.
- Basic computer skills and demonstrated ability to utilize MS Office programs.
- Flexible schedule available. Opportunities available during the day, evening or weekends
- Ability to travel regionally 10-30%.

Physical Effort:

- Normal physical mobility, physical agility, physical strength to handle routine office materials and tools, dexterity of hands and fingers, coordination and endurance.
- Normal communications skills: verbal and written.
- Speak in a clear manner in order to ensure understanding from those attending the class.
- Frequently able to kneel and move body from kneeling position to standing position independently.
- Ability to lift 10-25 lbs frequently with ability to transport this weight from automobile to course location – possibly including stairs.
- Able to perform all demonstration activities required of courses being taught.