WESTERN YOUTH SERVICES

has an opportunity for a

Clinical Training Coordinator (Custodian of Records)

Corporate

(Full-Time)

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat, and heal children and families while strengthening communities.

We are seeking a highly organized, responsive, and technologically skilled Clinical Training Coordinator to support agency-wide training and learning systems from our Corporate Office in Laguna Hills.

Reporting to the Director of Training, this position provides training coordination, educational content development, doctoral internship and psychology program support, and records management and privacy-related administrative support.

The ideal candidate enjoys learning new technology, developing useful training resources, solving problems, and managing multiple priorities. This role requires strong attention to detail, dependable follow-through, and sound judgment when working with confidential information.

Responsibilities:

Training & Learning Management Administration

- Administer the Agency's Relias Learning Management System, including learning plans, curricula, training assignments, and course libraries.
- Maintain accurate training records and generate completion reports and learning metrics for leadership.
- Support compliance, accreditation, and audit readiness through organized training documentation.
- Troubleshoot user issues and coordinate resolution of system concerns.
- Respond to training-related inquiries through the department's EDE inbox.
- Coordinate agency-wide clinical, compliance, Medi-Cal, onboarding, and professional development trainings.
- Prepare monthly training communications and calendars and issue certificates of completion.

Educational Content Development

- Develop and maintain digital learning resources using Articulate 360 and other educational technology platforms.
- Create interactive learning modules, presentations, videos, instructional materials, and onboarding resources.
- Convert subject matter expert content into accessible, user-friendly training materials.

- Create fillable forms, DocuSign workflows, training guides, and instructional resources.
- Maintain current and organized training content repositories and resource libraries.

Doctoral Internship & Psychology Program Support

- Coordinate administrative and training activities for the Doctoral Internship Program.
- Maintain supervision agreements, training agreements, internship documentation, and required program records.
- Coordinate internship application and interview communications and support onboarding and graduation activities.
- Schedule psychological testing appointments and coordinate related logistics.
- Assemble testing packets, maintain testing records and EXYM documentation, and manage testing platform accounts and user access.
- Monitor testing materials and inventory and process purchase orders and supply requests through Microix.

Records Management & Privacy Support

- Review and coordinate records requests in accordance with HIPAA, applicable state requirements, and Agency procedures.
- Verify authorizations and documentation before records release and coordinate secure transmission and storage.
- Maintain disclosure logs, Privacy Office tracking systems, and records-request documentation.
- Support responses and documentation related to subpoenas, court orders, and legal requests.
- Coordinate Corodata record storage, retrievals, destruction requests, and inventory management.
- Safeguard protected health information and other confidential information.

Records Retention & Compliance Support

- Monitor records retention schedules and destruction timelines.
- Coordinate secure destruction of approved records.
- Review records tracking systems and assist with annual inventories and documentation reviews.
- Support audits of file security and access controls.
- Assist with Privacy Officer initiatives and escalate compliance concerns appropriately.

Administrative & Department Support

- Maintain departmental tracking systems, databases, spreadsheets, and project documentation.
- Coordinate meetings, training events, consultations, and departmental activities.
- Prepare meeting materials, reports, minutes, and presentations.
- Support onboarding activities for staff, interns, and providers.
- Assist with special projects and improvements to departmental systems and workflows.

Minimum Qualifications:

- Associate degree; equivalent combinations of education and experience may be considered.
- Two years of progressively responsible experience in training coordination, learning management systems, administrative operations, healthcare administration, records management, compliance support, or related functions.
- Proficiency administering Relias or a comparable learning management system.
- Experience developing training content using Articulate 360 or similar instructional design software.
- Ability to generate and analyze training reports and learning metrics.
- Strong understanding of records management and documentation practices.

- Strong organizational, analytical, problem-solving, and time management skills.
- Excellent written and verbal communication and customer service skills.
- Ability to manage multiple projects and priorities while maintaining accuracy and follow-through.
- Ability to exercise sound judgment and maintain confidentiality.
- Proficiency with Microsoft Office Suite, Google Workspace, DocuSign, Microix, EXYM, and related applications.
- Ability to meet regular in-office attendance requirements and travel occasionally between Agency locations.
- Ability to transport materials weighing up to 25 pounds, with reasonable accommodation as applicable.

Preferred Qualifications:

- Bachelor's degree in Education, Training & Development, Psychology, Healthcare Administration, Business Administration, Human Services, or a related field.
- Experience in healthcare, behavioral health, nonprofit, or another regulated environment.
- Knowledge of HIPAA and privacy requirements.
- Bilingual skills.
- Familiarity with IRIS.

Salary: Starting at $24.00 hourly
Actual compensation will be determined based on experience, internal equity, qualifications, and Agency considerations.

Benefits:
Comprehensive employee benefits package includes:

- Medical, Dental, Vision
- Life Insurance
- Long-Term Disability
- and 403(b) Retirement Savings Plan.

Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.

Western Youth Services is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce to maintain the excellence of Agency service to the community and to offer richly varied disciplines and perspectives.