

## **Request for Proposals: Contractual Trainer**

Health Net of West Michigan is seeking an independent contractor with an established training/consulting practice to facilitate frontline worker trainings related to the navigation of health and social services within the community.

**Organization Overview:** Health Net of West Michigan is a non-profit organization in Grand Rapids, Michigan. Our work is centered on our vision of achieving health equity, which is a community where everyone has a fair and just opportunity to be as healthy as possible. Our role in improving the health and well-being of our community members is increasing access to, and effective use of, community services and informal support networks through navigation assistance. At a systems level, we work from an equity perspective that challenges community and systemic barriers that prevent people from reaching their health goals and achieving their own optimal health.

Healthcare and social services navigation assistance is a specific scope of work performed by frontline staff such as community health workers and social workers. At Health Net, navigation means that we help people access and effectively use community services and informal support networks, so each person feels supported in pursuing the resources they deserve.

**Summary:** Health Net of West Michigan seeks to contract with experienced Trainers to assist the organization to equip its team members and external customers to deliver quality navigation services that meet community needs. Through the process of building knowledge and developing skills, the Trainer enhances participants' competency and engagement. The Trainer delivers highly effective training to ultimately enhance the provision of services focused on navigating community members to health and social services. The Trainer is innovative and engaging and uses best practices to design, facilitate, and evaluate training programs for both internal team members and external individuals and groups. A successful Trainer uses multiple teaching methods to cater to different individuals, learning styles, and group dynamics. The Trainer communicates frequently and effectively with key people and demonstrates understanding of and commitment to continuous learning about health equity. A successful Trainer has excellent communication and presentation skills, knowledge of various adult learning approaches, and is skilled in observation, listening, adapting, and solution-finding.

### **Responsibilities:**

- Facilitate training and education programs for a variety of audiences, in various settings (classroom, virtual, field).
- Encourage participation and build learner motivation, improvise training style as needed.
- Assist in creating training programs and curriculum consistent with Health Net's Care Model© and current best practices.

- Participate in quality improvement initiatives and assist in evaluation of training programs.
- Research new and alternative teaching and training methods, stay current on education and training best practices, and implement into training approach.
- Develop collaborative relationships with internal and external stakeholders.
- Maintain best practice knowledge in the areas of case management, resource navigation, health-related social needs, health equity, trauma-informed care, and motivational interviewing.
- Support the organizational mission, vision, values, key strategies, and development of collaborative relationships with the organizations that interface with Health Net.

**Key Deliverables:**

- Shadow one Care Model© Training Series (16 hours) during first two months of contract (in person, Grand Rapids, MI)
- Co-facilitate one Care Model© Training Series (16 hours) within first four months of contract (in person, Grand Rapids, MI)
- Facilitate at least one Care Model© Training Series (16 hours) every quarter after observation and training is complete, scheduled by Health Net (in person, some travel may be required)
- Participate in a one-hour planning and feedback meeting with Vice President, Training & Development once per month
- Participate in a one-hour quarterly quality improvement team meeting

**Proposal Submission Requirements: Email the following to the contact listed below by 5 pm on the due date.**

- Narrative summary of your strengths and skills that apply to this request
- Resume or curriculum vitae detailing your relevant experience
- Contract terms and rates
- 2-3 references

**Proposal Due Date:** September 20, 2023

**Contact:** Christina Pavlak, Vice President, Training & Development  
[cpavlak@healthnetwm.org](mailto:cpavlak@healthnetwm.org) (616) 742-8902

*Health Net of West Michigan recognizes the value of diversity in our community and is, therefore, committed to actively developing supplier/vendor diversity by supporting locally owned and operated businesses, minority-owned businesses, and women-owned business enterprises.*