

## PROGRAM COORDINATOR (STAFF DEVELOPMENT AND TRAINING – SOCIAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and located in the Human Resources division of the Department of Social Services, the incumbent of this position is responsible for the planning, development and implementation of department-wide training programs geared towards enhancing professional development for all staff. Responsibilities involve collaborating with managers and programmatic staff throughout the agency and across functional lines to discuss and formulate training plans in an effort to attain or exceed the service goals and objectives set forth by the department. This position will also work with executive staff on approaches to assist managers in creating an environment that fosters professional development while promoting new, current and best practices used in the delivery, monitoring and reporting of Child Welfare and Temporary Assistance services. Further, this position will develop training modules for departmental managers and supervisors to assist them in managing and supervising large numbers of staff and to promote and foster a culture of continuing education and workforce development for all staff. Supervision over a small number of professional and support staff is exercised. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Coordinates and implements short and long-term strategic training plans for the department's workforce by formulating overall training policies, procedures, and standards by job category and program area;

Develops policies, procedures and oversees the implementation of a formal orientation program for all new departmental employees in addition to that administered by the County, and establishes policies and procedures for the selection of employees to attend seminars, training sessions, conferences, classes, etc.;

Oversees the coordination of State mandated training plans administered by the Office of Children and Family Services (OCFS) and other Social Service agencies and organizations to ensure that all staff participate in mandated training for the divisions of Child Welfare, Temporary Assistance, Supplemental Nutrition Assistance, Adult Protection, Child Support, Child Care and other training programs that enhance service delivery methods;

Conducts research and analysis to identify trends and best practices in training, staff development initiatives, and continuing education for front line staff, first-line supervisors, administrative supervisors and managers;

Works collaboratively with managers and program staff throughout the department and across functional lines of authority to prioritize training needs while maximizing funding from both internal and external funding sources;

Coordinates meetings relating to any regulatory change in both the Child Welfare and Temporary Assistance divisions; works with appropriate managers and program staff to develop training modules in response to changes;

EXAPLES OF WORK: (Illustrative Only) (Cont'd.)

Analyzes and synthesizes information provided by managers and programmatic staff to include the prioritization of training plans and performs research into those initiatives to provide budgetary forecast information, as needed;

Develops training needs assessment instruments and other survey tools such as Organizational Culture Assessment surveys, training needs questionnaires, focus groups and taskforce groups to assist in moving the organization forward in a productive and positive work environment;

Develops performance measurement tools to assess the efficacy of training programs; works with managers throughout the department and in coordination with the HR Director on tracking probationary periods to analyze trends and in determining the success of executed training programs;

Develops and coordinates locally sponsored training initiatives and specialized programs such as Motivational Interviewing, Trauma Informed Organizational training, Bridges out of Poverty, Customer Service Training, and ALERRT Civilian Response training etc. to augment state and departmental training programs and keep program staff informed of new trends

Consults with the HR Director on issues related to the staff appraisal systems, assignment of staff returning from educational leave and the content of job specifications;

Works with the County Human Resources Department on County mandated training to ensure all staff participates as required;

Works with executive staff as organizational changes occur to anticipate training needs for a variety of purposes;

Develops formal training/coaching and mentorship programs for the purpose of succession planning;

Develops and supervises the preparation of requests for training proposals to educational institutions and collaborates on curriculum design for in-service training and education,

Supervises Staff Development Specialists and other administrative support staff;

Prepares contracts to meet training needs and directs the disbursement of training funds, as appropriate;

Oversees and participates in researching grant opportunities and supervises the preparation of grant applications for training;

FULL PERFORMANCE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles, practices and techniques of developing, supervising and evaluating training and education programs; thorough knowledge of federal and state laws governing training and education in social services; thorough knowledge of the organization of the department in relationship to its established goals; good knowledge of the departmental policies as they relate to social services programs; ability to plan and develop curricula and to integrate training programs with line operations; ability to analyze the department to determine staff and departmental training needs; ability to write clear and accurate reports; ability to plan and supervise the work of professional and clerical workers; ability to use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; good judgment; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and five years of professional experience in training, development, teaching, course design, learning management systems or related field.

SUBSTITUTIONS: 30 credits\* towards a Master's Degree\* in Social Work, Public Administration or Human Resources or a related field may be substituted for one year of the experience.