

**SOLANO COUNTY
STAFF DEVELOPMENT TRAINER**

Rev 1/01

DEFINITION

Under general supervision, develops and conducts induction and in-service training programs for eligibility and/or employment services staff; assists in the acquisition and presentation of out-service training; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is a staff support class responsible for providing formal classroom and regulatory training to staff on the procedures used in determining eligibility for public assistance benefits and/or in the provision of employment and training programs; and for providing in-service training on specialized subjects to experienced staff.

EXAMPLES OF DUTIES

1. Plans, develops and conducts training and retraining programs for staff to instruct them in the principles of eligibility determination, budgeting, and payment procedures, the provision of employment and training services, the provision of ancillary payments, interviewing casework techniques, and requirements for proper setup and maintenance of case records.
2. Researches, develops, and prepares training modules and materials for new regulations or procedures.
3. Develops written and performance tests as appropriate to determine the degree to which training participants are absorbing material being presented.
4. Reviews and provides appropriate corrective feedback on casework documentation, accuracy, thoroughness, and proper completion.
5. Assists in arranging for subject matter specialists to provide training in specialized areas as required.
6. Trains participants in the use of general and specific computer applications programs.
7. Prepares lesson plans, manuals, handbooks, audio-visual aids, and other training materials.
8. Assists in identifying in-service training needs for staff and in developing training courses and materials to meet these needs.
9. Gathers cost data on training materials, equipment, outside workshops, and other training related expenses to assist supervision on determining training budget requirements.
10. Evaluates the effectiveness of training programs and makes revisions as needed.
11. Maintains liaison with staff development personnel in other agencies and representatives from the State to obtain assistance in developing training courses and to keep abreast of trends and new requirements.
12. Provides assistance to supervision in identifying training needs of subordinates and developing plans for providing ongoing training.
13. Attends meetings and conferences.
14. Maintains records on training activities.
15. Prepare reports and correspondence.
16. Assists in developing and conducting orientation to specialized training for all departmental employees.
17. Communicates training and performance expectations to subordinates.
18. Evaluates performance of subordinates in a training environment and recommends appropriate action.
19. Recognizes and deals with personnel problems identified during training.
20. Provides lead direction to staff assisting in the provision of training.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: keyboarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use office equipment including telephones, calculators, copiers, facsimile, computers, and other related peripheral equipment such as printers and scanners.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work may involve stressful situations and includes dealing with erratic and sometimes threatening behavior; may travel to community areas that are potentially dangerous.

MINIMUM QUALIFICATIONS

Knowledge of: Common techniques utilized in providing in-service training; the nature of the adult learning process, techniques of curriculum and instructional design, laws, rules and regulations governing public funded employment, training and public assistance benefit programs; sources of information necessary to establish eligibility for multiple public assistance benefit and employment programs; principles and techniques of supervision and staff development; community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services; general goals and purposes of public social services programs; in-depth interactive interviewing and information gathering techniques; customary practices used in employment training and job placement; hiring trends and practices in the private and public sector; general theory and techniques in career planning, vocational guidance programs and employment guidance; record management, work-load management, quality control, and program review practices; standard office practice and procedures, including filing and operation of standard and automated office equipment; record keeping and case management principles and practices; techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds; and basic computer applications, systems, coding protocols, input screens and formats related to the work.

Ability to: Plan, organize and conduct training activities; oversee employees in a training environment; lead, direct and train staff; analyze training needs and development training programs to accommodate identified needs; prepare instructive lesson plans, manuals, handbooks and other training materials; conduct interactive interviews; read, apply, and explain complex regulations, procedures and policies governing multiple public assistance benefit and employment programs; analyze and interpret written numerical, and verbal data from a variety of sources; understand and apply vocational guidance, work-readiness appraisal, employment plan, and assessment theory and concepts; understand and apply methods and procedures for mitigation/reduction of barriers to employment; motivate clients to attain self-sufficiency; draw logical conclusions and make appropriate recommendations, independent judgements and decisions; communicate clear and accurate information regarding clients; organize and prioritize work assignments; conduct case review and evaluations;

MINIMUM QUALIFICATIONS, Continued

maintain accurate and systematic records; prepare statistical and narrative reports; use automated technology to maintain records and files; train and guide other staff in the more complex activities; establish and maintain cooperative working relationships with fellow employees, clients and the general public; deal effectively with people from a variety of socio-economic, ethnic, and cultural backgrounds.

EDUCATION AND EXPERIENCE

1. Two years of experience performing duties equivalent to an Eligibility Benefits Specialist II (Eligibility Worker II) or Employment Resources Specialist II in a California County Department of Social Services,
OR
2. Currently an Employment Resources III or Eligibility Benefits Specialist III.

AND

Completion of any combination of 60 semester, 80 quarter units, or 90 continuing education credits including the equivalent of 30 semester units, 40 quarter units or 45 continuing education credits, preferably in behavioral science, sociology, psychology, counseling, vocational guidance, adult learning, career development, or any coursework related to public assistance grant programs or the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business school, or employer provided career development training. A continuing education unit is equivalent to point sixty (.60) semester units.

A bachelor's degree in a behavioral science or a related field may be substituted for one year of the required experience except for the lead or supervisory experience.

SPECIAL REQUIREMENTS

Driver's License: Possession of a valid California Class C Driver's License may be required at the time of appointment. Loss of the Class C Driver's License is a cause for discipline. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Assignment Requirements: Some positions in these classes may require work in an out-station location or in a setting with other professionals integrated as a team.

SUPPLEMENTAL INFORMATION

Travel: Independent travel may be required.

Child Abuse Reporting: Selectees for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.

[Handwritten Signature]
Department Head Director
Date 1-4-01

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APPROVED *ie*
1-10-01
Solano County Civil
Service Commission