

Staff Development and Quality Coordinator Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: 15
Approved: 0
Revised: Upgraded 01/13
By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

(A) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in a public or not-for-profit human services agency, one year of which must have included teaching, training or providing in-service education to adults; **OR**

(B) Graduation from a regionally accredited or New York State registered two year college or university with an Associates degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in a public or not-for-profit human services agency, two years of which must have included teaching, training or providing in-service education to adults; **OR**

(C) Any combination of training and experience equivalent to (or greater than) that specified above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for designing, coordinating and implementing a comprehensive training program to meet the needs of the staff in the Social Services Department. The incumbent is also responsible for a variety of activities that will enable an employee to perform effectively in an environment adhering to the principles of total quality management and within a labor management partnership. The work is performed under the general supervision of the Commissioner of Social Services, however, wide latitude is allowed for the exercise of independent judgment when analyzing the needs of staff and units, interacting with all levels within the agency, coordinating with providers, including TC-3, Personnel and other county departments to insure the most effective use of available resources. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Conducts and analyzes needs assessments to identify training and educational needs of the Department of Social Services staff;
- Provides training for staff consistent with agency plans and goals;
- Develops, delivers, contracts for and supports others, including agency supervisors as appropriate in meeting staff needs;
- Maintains or supervise the maintenance of employee training records;
- Supports and assists teams, units and employees in using quality tools and processes;
- Coordinates with the Planning and Program Development Specialist to develop and tract unit and agency performance measures and other benchmarks;
- Keeps an inventory of agency training equipment, monitors the use and repair of this equipment;
- Insures the timely delivery of an orientation program for new employees of the Department of Social Services;
- Administers all mandated and non-mandated training for all levels of staff including notification of offerings, selection, approval, travel arrangements, advertising and record keeping;
- Designs, administers, and/or analyzes evaluation instruments in order to determine the effectiveness of training;
- Develops and promotes various methods of intra-departmental communication;
- Establishes cooperative working relationships with state agencies, with other county and community agencies, providers and colleges involved in providing training to staff;
- Prepares and submits reports to the Commissioner and various state agencies as required;
- Evaluates, updates and purchases materials and equipment related to training programs and needs, e.g., manuals, books, videos;
- Maintains agency program and training manuals in an up-to-date condition;
- Serves on the Social Services Senior Staff Management Team and assists in the formulation of agency polices and procedures;

- Monitors the agency training budget in cooperation with the Director of Administrative Services;
- Seeks out funding and other opportunities to enhance funding for training and professional development.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of a wide variety of computer application programs including, but not limited to, spreadsheet, word processing, database, audio/visual presentation and low-end desktop publishing software;
- Good knowledge of the principles and practices of conducting staff development program;
- Working knowledge of the principles of quality management in a union environment;
- Working knowledge of the principles and practices of social case work;
- Working knowledge of Federal, State and local Public welfare laws and programs;
- Ability to plan and develop training outlines;
- Ability to prepare and maintain clear and accurate reports and records;
- Ability to establish and maintain effective relationships with people;
- Ability to efficiently operate a personal computer;
- Good judgement;
- Physical condition commensurate with the demands of the position.

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