MANAGER, TRAINING AND STAFF DEVELOPMENT, SSA

Definition
Under general direction, to plan, develop, manage, and implement the Social Services Agency’s (SSA) training and staff development program.

Distinguishing Characteristics
The Manager, Training and Staff Development, SSA is distinguished from the Program Manager series by possession of in-depth knowledge of program development and training programs. The Manager, Training and Staff Development, SSA is distinguished from the County-wide Manager, Training and Staff Development in that the Manager, Training and Staff Development, SSA is assigned a restricted scope of oversight responsibility limited to the Social Services Agency.

Typical Tasks
- Plans, develops, implements, coordinates, and evaluates training and staff development programs, staff, and functions;
- Develops and implements the organizational development program to meet identified organizational needs;
- Reviews organizational goals and objectives and translates them into employee development programs designed to improve individual and organizational productivity;
- Develops assessment methods to determine training and development needs;
- Oversees library of training materials;
- Manages training budget;
- Evaluates training and development programs; formulates, recommends and/or implements action for program improvement;
- Coordinates with educational institutions and outside organizations to provide training programs or courses;
- Directs maintenance of training records;
- Prepares summaries and reports of training needs and accomplishments;
- Conducts training and provides team building assistance;
- Collaborates with information systems staff to identify and evaluate technology needs and trains new tools or systems as necessary;
- Selects, supervises, trains, evaluates, disciplines and motivates program staff;
- Keeps informed on current training trends, literature, methods, and techniques and available audio-visual materials;
- May meet with and/or negotiate with representatives of employee organizations;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties as required.

Employment Standards
Sufficient education and experience to perform the above typical tasks and possession of the following knowledge and abilities.
Experience Note: The required knowledge, skills, and abilities are typically obtained through training and experience equivalent to possession of a Bachelor’s Degree and five (5) years of progressively responsible experience in the field of professional program development and training in a large and diverse public agency or private organization, three (3) years of which must have been related to social service agency programs such as child welfare, adult and aging and/or public benefits eligibility and work programs and include one (1) year performing supervisory duties.

Knowledge of:

- Principles and practices of personnel administration, organization, budget, management, and communication;
- Adult learning theory and practice;
- Training evaluation techniques;
- Staff and organizational development processes and training programs;
- Principles and techniques of curriculum development and facilitation;
- Lesson plan preparation;
- Teaching skills, principles and methods used in conducting training courses;
- Current technologies used in training activities, such as audio-visual aids, software programs, demonstration models, reference materials and other training aids;
- Information systems applications for managing training processes and common office computer applications such as word processing, spreadsheets and databases;
- The role of the manager and the supervisor.

Ability to:

- Plan, organize, coordinate, and supervise a comprehensive Training and Staff Development Program;
- Supervise, motivate, develop, and evaluate employees;
- Effectively translate organizational goals into training goals and curriculum;
- Speak and write clearly, concisely, and effectively.
- Plan and supervise the work of training personnel in conducting training sessions and related functions;
- Evaluate and assess training needs and program effectiveness;
- Direct and participate in the development of training manuals, handbooks, lesson plans and demonstration models;
- Train trainers and instruct others in program objectives and methods;
- Reason logically and creatively;
- Maintain cooperative relationships with management, employees, educational institutions, vendors and representatives of groups and organizations.

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