

Code: 4545

Title: TRAINING & EDUCATION COORDINATOR

SUMMARY: Assesses need for staff and client education, develops curriculum and training/education materials, conducts and coordinates education for clients and training for clerical, administrative, paraprofessional and supervisory staff working in a specialized program within Pima County.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Researches, coordinates and develops materials for use in training staff and educating clients on program procedures, rules, regulations, forms and requirements;

Assists management in the identification of training needs for staff and education for clients;

Collects, compiles, prepares, updates and assembles training manuals and aids;

Designs new training and education materials and updates materials on a regular basis;

Conducts initial program orientation for newly hired program staff;

Delivers training to classes and individuals through lectures, demonstrations, exercises and workshops;

Conducts continuing education for program staff to comply with changes in federal regulations and state policies and procedures and to resolve specific performance deficiencies;

Coordinates and investigates compliance with state or federal regulations and performs quality control audits;

Participates in the review of productivity levels for program staff, analyzes problem areas, identifies training needs and recommends solutions to management;

Assesses implementation of program policies and procedures and makes recommendations to management regarding supplemental training;

Provides supplemental staff training as needed, under management direction;

Serves as the technical advisor for interpreting federal, state and Pima County rules and regulations governing the programs;

Compiles statistical data and prepares monthly training reports and annual contract progress reports;

Develops and evaluates client surveys on program services;

Coordinates materials, audio-visual equipment, supplies and guest speakers for training workshops;

Maintains manual and computer based documentation on training conducted, competency checklists and staff training files.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles, practices, and techniques of employee training, development, learning and instruction;
- techniques designing training plans, manuals and aids;
- principles and practices of web-based training and education.
- federal, state and local laws, rules, regulations and standards;
- principles, practices and techniques of effective communication;
- principles and practices of preparing reports;
- principles and practices of quality control audits and investigation;

Some positions require knowledge of terminology and principles, practices and procedures specific to the area of assignment.

Skill in:

- developing training plans, training aids, handouts, exercises and assessment tools;
- assessing training needs and materials;
- facilitating and coordinating training workshops;
- observing and assessing staff skill and training needs to conduct effective interviews;
- communicating effectively (written/oral);
- interpreting federal, state and local rules and regulations;
- conducting quality control audits;
- compiling data and preparing reports;
- computer applications.

MINIMUM QUALIFICATIONS:

EITHER:

(1) A Bachelor's degree from an accredited college or university with a major in public health, education, or a field applicable to the department's operations and two years of professional experience conducting staff/client training and education.

(A Master's Degree from an accredited college or university in one of the above disciplines may substitute for one year of the required experience)

OR:

(2) Two years experience with Pima County as a Nutrition Services Coordinator or a Sanitarian.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require professional registration or certification specific to the area of assignment. Some positions may require a valid Arizona Class D driver's license at the time of appointment. Failure to obtain/maintain the required licensure/certification/registration shall be grounds for termination.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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