

TRAINING AND OUTREACH DEVELOPER

DEFINITION

Under general supervision, provides administrative, budgetary, and workflow support to the Santa Clara County Housing Authority (Agency)'s training and outreach programs and activities; develops training curriculums and materials and conducts trainings; coordinates logistics for community outreach events; analyzes programmatic practices and procedures and makes recommendations for organizational, operational, policy, and procedural improvements; conducts needs analyses, feasibility studies, research, and evaluations for assigned projects and programs; develops, summarizes, and maintains administrative records; provides consulting services to Agency departments related to all aspects of assigned programs and activities; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Training and Outreach Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level, professional classification in which incumbents develop a variety of training and outreach projects and programs. Incumbents support the work of departmental management staff by providing a professional-level resource for program development, delivery, organizational, managerial, and operational analyses and studies. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements, and the methodology used in arriving at the end results is not reviewed in detail. This class is distinguished from the Training and Outreach Coordinator in that the latter is a paraprofessional classification providing administrative and technical support for the Agency's training and outreach programs and activities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Participates in developing goals, objectives, policies, procedures, work standards, and administrative control systems for training and outreach programs, projects and activities.
- Plans, oversees, and administers department-specific programs and projects in such areas, training and development, public information, and program evaluation.
- Identifies program related training needs for staff through ongoing job assessment, needs analyses, analysis and review of client files, surveys, interviews, focus groups and/or consultation with management to determine specific training needed for staff to maintain and improve job skills, and/or gain knowledge of work situations.
- Identifies housing program related training and housing program outreach needs for the Agency's clients and stakeholders; hosts, co-hosts and coordinates community outreach, tenant and landlord resource fairs, workshops and trainings to develop, build and maintain productive relationships with, community based organizations, and other organizations or individuals to promote the Agency's MTW program goals.
- Develops, evaluates, edits and prepares curriculum content and training methodology for internal staff and external stakeholders; which may include a variety of instructional techniques and formats such as role playing, team exercises, group discussions, videos and oral presentations.
- Manages training projects, including timelines, costs, content, and audio/video equipment/technology as required.
- Creates and coordinates MTW University training courses/series to develop staff's skills; increase program awareness for community stakeholders and clients to increase the likelihood of program participants achieving self-sufficiency
- Participates in the development of procedures, forms, letters, training materials; delivers training to other agency staff.
- Develops program and project scopes, descriptions, and implementation plans; assesses feasibility of program and project implementation and impact to Agency programs, operations, and services; consults with Agency staff, management, and outside agencies; develops recommendations for operational, policy, and/or procedural changes; participates in program and project implementation and monitoring of activities.
- Participates in the development and administration of program and project budgets; develops and manages program budgets; identifies and recommends resolutions for budgetary problems.

- Identifies organizational training needs, researches and develops training programs and curriculums, coordinates onsite training and scheduling, and tracks employee training participation.
- Develops requests for proposals for professional services; develops general evaluation criteria, evaluates proposals, and recommends project award; prepares and negotiates contracts and agreements and administers same after award;
- Participates in the development of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations.
- Develops and implements file, index, tracking, and record-keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to inquiries.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Participates on a variety of interdisciplinary committees and represents the Agency to a variety of community and stakeholder groups.
- Establishes and maintains contact and working relationships with all Agency departments, local, state, and federal agencies for acquisition of necessary information, and/or for the implementation of cooperative programs and activities.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in business or public administration or closely related field, and two (2) years of increasingly professional experience developing and implementing staff development and training programs, community organizing, planning and facilitating community meetings or related experience, or a combination of education, training and experience which provides the requisite knowledge, skills and abilities for this position will be considered.

Licenses and Certifications:

Possession of or the ability to immediately obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Project and/or program management, analytical processes, and report preparation techniques; administrative programs such as, but not limited to, risk and safety management, training and development, finance, budgeting, procurement, contract administration, and other related programs.
- Principles and practices of contract administration and evaluation, budget development and administration, and sound financial management policies and procedures.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Business letter writing and the standard format for reports and correspondence.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Plan and conduct effective management, administrative, and operational studies.
- Plan, organize, and carry out assignments from management staff with minimal supervision.
- Perform responsible and difficult administrative work involving the use of independent judgment and initiative.

- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, interpret, summarize, and present programmatic information and data in an effective manner.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Effectively represent the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; to operate a motor vehicle and to visit various Agency and meeting sites; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, and kneel to conduct site inspections and reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.