

## **TRAINING AND OUTREACH MANAGER**

### **DEFINITION**

Under general direction, administers, manages, organizes, and monitors internal and external training and outreach programs within the Housing Department of the Santa Clara County Housing Authority (Agency) either directly or through subordinate levels of supervision; develops and implements strategic plans, policies and work procedures, and overall business objectives for the assigned programs and activities; manages the effective use of program and project resources to improve staff training and development, program participants workshops, community outreach, and organizational productivity and customer service; provides complex and responsible support to the Assistant Director of Housing: Policy, Training and Outreach; and performs related work as required. This position is flexibly staffed within the Division and may be required to assist with, or cover, assigned duties performed by the Housing Policy Manager.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Director of Housing: Policy, Training and Outreach. Exercises general and direct supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a mid-management classification that manages, monitors, and evaluates directly or through subordinate supervisory staff the day-to-day activities in the assigned Teams/Group in the Agency. The Training and Outreach Manager is responsible for the administration of several training and outreach programs administered by the Agency, will oversee and supervise the processes and activities of assigned teams and groups, which may include training on waiting list administration, initial eligibility, unit inspections, continued eligibility, occupancy, special programs, community services programs, customer service and/or other programs, and will include writing policies and work process procedures. The incumbent is responsible for training on governing policies and procedures in support of business goals involving significant accountability and decision-making responsibility. This class is distinguished from the Assistant Director of Housing: Policy, Training and Outreach in that the latter has overall responsibility for housing programs policies, procedures, Administrative Plan, Moving to Work Plans and Reports, projects, and activities, and for implementing, and interpreting public policy.

### **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.*

- Manages, plans, directs and coordinates, through subordinate supervisors, the team's work plan, assigns projects and programmatic areas of responsibilities, reviews, evaluates and assesses workload, work methods and procedures, and administrative support systems; meets with staff and management to identify opportunities for improvement, resolves problems and directs and implements changes.
- Oversees, develops, and monitors the Housing Department's training courses/series and identifies the Agency's housing programs related trainings and development needs through ongoing job assessment and analysis; oversees the Agency's public outreach efforts; educates clients and community stakeholders through a variety of workshops, training sessions, and presentation.
- Oversees directly or through subordinate staff the education/community outreach and interactions related to the Moving to Work Program, Agency services and community coordination projects; develops and implements systems to receive and incorporate client and stakeholder feedback; develops networking groups formed around mutual goals and challenges and ensures that participants and stakeholders are kept informed on a regular basis and encourages their innovative approach to program improvements.
- Oversees directly or through subordinate staff the development of policies and procedures including forms, letters and training materials.
- Manages and participates in the development and implementation of goals, objectives, policies and procedures, and priorities for assigned functions and programs; recommends appropriate services and staffing levels; recommends and administers policies and procedures.
- Assists in managing and participates in the development and administration of the assigned team's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement and reviews with the Assistant Director of Housing: Policy, Training and Outreach; directs the implementation of improvements.
- Ensures compliance which includes quality assurance, auditing, file review, efficiency/service delivery, software administration and ad-hoc reporting.
- Assists with research and analysis of Federal and State housing program regulations; works with other divisions and teams within the Housing Department, and other assigned staff in the development and implementation of proposed local Agency policies and procedures, and submit to management for review and approval.
- Negotiates program contracts and agreements; coordinates with Training and Outreach staff to determine needs and requirements for contractual services.
- Assists in the bid invitation and solicitation process; participates on review panels; ensures legal and contractual provisions are included to protect the Agency's interests; ensures contractor compliance with contractual provisions
- Serves as a liaison for the department with other Agency departments, divisions, and outside agencies; attends meetings in various locations; provides staff support to the Agency, committees, and task forces; organize and participates in community events and workshops that provide public information regarding departmental programs, projects, and services.
- Represents the division to other Agency departments, elected officials, and outside agencies; explains and interprets programs, policies, and activities.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and workforce development.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Agency or divisional operations; implements policy and procedural changes as required.
- 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 social or behavioral sciences, business, public administration, or a closely related field and five (5) years of progressively responsible experience in developing and managing staff training and development, community outreach on housing programs or other social service programs in a government or non-profit agency, and three (3) of which were in a supervisory capacity.

### **Licenses and Certifications:**

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

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles, practices, and service delivery needs related to assigned events and training programs.
- Procedures for planning, implementing, and maintaining a variety of events, training programs, informational workshops and various outreach activities.
- Recent and on-going developments, current literature, and sources of information related to the operation of the Agency housing programs, as well as general training and outreach methodology
- Principles and practices of budget development and administration and sound financial management policies and procedures.
- Principles and practices of contract administration.
- Research and reporting methods, techniques, and procedures.
- Sources of information related to a broad range of education policy and programs.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Public relations and marketing techniques.

- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, computer equipment and computer applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

**Ability to:**

- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- 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.
- Evaluate and prepare recommendations for changes to policies and procedures and in compliance with HUD regulations, practices and principles.
- Conduct research, analyze, and evaluate alternative or new training/outreach methods, procedures, and techniques, make sound recommendations, and prepare effective reports.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Assist in the development of goals, objectives, policies, procedures, and work standards.
- Research, interpret, explain, and ensure compliance with federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Plan and prepare event and training program schedules, curriculums, agendas, staffing schedules, reports, and other related materials.
- 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; 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 occasionally bend, stoop, kneel, 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.