

## **TRAINING AND OUTREACH COORDINATOR**

### **DEFINITION**

Under general supervision, performs a variety of technical and administrative support functions for the Santa Clara County Housing Authority's (Agency) training and outreach activities, including coordinating a variety of housing related training sessions for staff, program participants, community based organizations and stakeholders; assembles and prepares training material/packets, maintains training records, coordinates and schedules meeting rooms, compiles data, prepares training related reports; 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 a journey-level, paraprofessional classification, in which the incumbent is responsible for providing administrative and technical support for the Agency's training and outreach programs and services. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the division to which assigned. The work involves frequent contact with others and coordination of multiple concurrent activities. This class is distinguished from the Training and Outreach Developer in that the latter is a professional-level class responsible for the development and delivery of 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.*

- Coordinates relevant administrative functions in support of training and outreach activities with Agency staff, program participants, and community stakeholders.
- Participates in departmental projects and studies requiring coordination of activities across departmental and functional lines.
- Creates and maintains training calendars, training materials, records, training equipment and supplies.
- Prepares, distributes and collects training surveys, evaluations, and compiles data and reports for management and stakeholders based on the evaluations and feedback provided by attendees; makes recommendations on training material and methodology improvements.
- Assists in identifying housing program-related training needs for staff through ongoing job assessments, analyses, reviews 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.
- Assists in identifying program related training and 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 maintains productive relationships with business, community based organizations, neighborhood associations and other organizations or individuals to promote the Agency's Moving To Work (MTW) program goals.
- Attends and participates in a variety of meetings, seminars, resource fairs, and training presentations, including those that may be scheduled during evening and weekend hours.
- Coordinates and assembles training material and/or presentation material for internal staff and outside stakeholders, that may include videos and oral presentations; assists in managing training timelines, costs, content, and audio/video equipment/technology as required.
- 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.
- Coordinates MTW University training courses/series to develop staff's skills, increase housing program awareness for community stakeholders and clients, and to increase the likelihood of program participants achieving self-sufficiency. Locates and arranges training facilities and speakers/instructors and negotiates the quality and cost of training and training venues with third party providers. Reviews related invoices and routes for approval and payment.
- Attends and participates in a variety of meetings and seminars to obtain information for use in training programs or to inform management of training program status; may represent the department and/or Agency on network committees.

- Serves as a liaison with appropriate management on issues that may affect tenants and owners.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

An associate degree with coursework in social sciences, public or business administration, or a related field and two (2) years of experience coordinating and implementing staff development and training programs, community organizing, planning and facilitating community meetings or related experience. Bachelor's degree preferred.

### **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:**

- Organizational practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Project and/or program coordination, research processes, and report preparation techniques; administrative functions such as, but not limited to, project financing, budgeting, risk and safety management, and other related project coordination functions.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Mathematical, arithmetic and statistical techniques.
- 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, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Agency in contacts with other 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:**

- Plan and conduct effective coordination, administrative, and operational activities.
- Plan, organize, and carry out assignments from management staff with minimal supervision.
- Perform responsible and difficult administrative and technical work involving the use of independent judgment and personal initiative.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively represent the Agency in meetings with community groups, governmental agencies, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Perform responsible and difficult administrative support work involving the use of independent judgment and personal initiative.
- 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 and maintain 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; to operate a motor vehicle and to visit various Agency and meeting sites; 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.