

Position Description

Position Title:	Training and Outreach Developer	Department:	Housing, Federal Programs
Reports to:	Assistant Director of Housing	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	July 2017
Representation Status:	Unrepresented	Date Revised:	April 4, 2024

Summary

The primary purpose of this position is to provide support for a variety of training and outreach program activities, including program development, delivery, organizational, managerial, and operational analyses and studies. The incumbent will develop training curriculum and material, conduct training, coordinate logistics for community outreach events, analyze programmatic practices and procedures, make recommendations for organizational, operational, policy, and procedural improvements, conduct needs analyses, feasibility studies, research and evaluations for assigned projects and programs. The incumbent is responsible for providing professional level support to the department, interpretation and application of policies, procedures and regulation, frequent contact with the public, and providing consulting services related to all aspects of assigned programs.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- 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.

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- 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.
- Interprets, applies, and explains federal, state, and local laws and regulations, and Agency policies, procedures, and practices of assigned areas of responsibility.
- Prepares and presents clear and concise analysis, correspondence, policies, desk manuals, and other written materials.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and/or experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

A bachelor's degree from an accredited four-year college or university with major coursework in business or public administration or a closely related field and three (3) years of increasingly responsible professional experience developing and implementing staff development and training programs, community organizing, planning and facilitating community meetings or related experience.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

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

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities to perform the position effectively including project and/or program management, development and implementation of programs, policies, and procedures in compliance with federal, state, and local laws, principles and practices of contract administration, budget development and administration, management practices and policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

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Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, 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. 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, virtually 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.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]