

TRAINING AND OUTREACH SUPERVISOR

DEFINITION

Under general direction, plans, schedules, coordinates and implements Santa Clara County Housing Authority (Agency) trainings and outreach events; assigns and reviews the work of training and outreach staff within the Policy, Training and Outreach Division of the Housing Department; performs complex and varied technical and professional work, including overseeing and participating in the development of internal and external training and outreach programs; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is the full supervisory-level class in the training and outreach series responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff in the Training and Outreach unit. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, involving frequent contact with the public. This class is distinguished from the Assistant Director of Housing: Policy and Training and Outreach in the latter has overall responsibility and oversight of assigned training and outreach programs and services.

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.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; determines and recommends staffing needs; selects, trains, motivates, and evaluates assigned staff, mentors and provides feedback to correct deficiencies, engages in succession planning and leadership development, and implements discipline and termination procedures.
- Oversees, develops, and monitors the MTW University 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.
- Develops and implements goals, objectives, policies, procedures, work standards, and internal control systems.
- Provides advice and analyses in the administration and implementation of the Agency's MTW training courses.
- Builds and maintains productive relationships with businesses, community based organizations, neighborhood associations and other organizations or individuals to promote the Agency's MTW Program goals.
- Serves as the principal liaison for education/community outreach 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.
- Conducts special research assignments, gathers and analyzes data, and prepares reports for consideration by management; recommends changes to existing policies and procedures to positively impact effectiveness of training and outreach programs.
- Trains individuals or groups on a variety of subject matter areas or processes and performs the role of facilitator or subject matter expert; operates audio/visual equipment and presentation software programs.
- Participates in the development of procedures, forms, letters, training materials; delivers training to other agency staff.
- Locates and arranges training facilities and speakers/instructors and negotiates the cost of training and training venues with third party providers.
- Evaluates training materials prepared by Training and Outreach developer to ensure relevance to the Agency's needs.
- Designs, monitors and evaluates training materials and activities to ensure program effectiveness and conformity with the training plan and budget.

- Conducts routine team and one-on-one meetings with staff to discuss current and future projects and activities; presents and resolves various work related issues and problems; provides guidance to staff. 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 social services, or behavioral sciences, public or business administration, marketing, communications, political science, public policy, community development or related field and five (5) years of experience in community outreach, planning and facilitating community meetings or related experience; including two (2) year of supervisory experience is required.

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.
- 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 providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Evaluate and prepare recommendations for changes to policies and procedures and in compliance with HUD regulations, practices and principles.
- Interpret, explain, and ensure compliance with federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Research, interpret, summarize, and present financial and 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.
- Plan, oversee, coordinate, review, and evaluate events and training program operations and activities, as well as staff, contractors, and volunteers.
- Plan and prepare event and training program schedules, curriculums, agendas, staffing schedules, reports, and other related materials.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Operate modern office equipment including computer equipment and specialized software applications programs.

- Effectively represent the department and the Agency in meetings with other staff, outside agencies, community groups, and the public.
- 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.
- 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.