

STAFF DEVELOPMENT COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for coordinating and directing the staff development program for the Department of Social Services, including hiring procedures, orientation and training for all personnel. The incumbent may be assigned to coordinate the activities of technical staff and consultants involved in department computer operations. The work is performed under the administrative direction of the Commissioner of Social Services. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Oversees all recruitment and hiring procedures including conducting interviews, and making employment offers; Coordinates all departmental training programs; Conducts agency's orientation program; Conducts other direct training as required including introductory caseworker training; Conducts training programs for outside agencies and groups as needed; Develops the Department's annual training needs assessment and staff development plans in accordance with state requirements; Obtains and maintains instructional materials related to the training program such as videos, films, books, etc.; Schedules and makes arrangements for the physical facilities and equipment for training sessions; Conducts studies to identify training and educational needs of the agency; When assigned to coordinate the activities of technical operations staff involved in department computer operations, may approve requests for time off and oversee administrative matters related to these staff including ensuring that performance evaluations are completed as required; Prepares a variety of reports and maintains a variety of records as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of principles, practices and techniques of developing, supervising and evaluating training programs; Good knowledge of recruiting and hiring strategies including legal issues; good knowledge of Federal, State and local Public Welfare laws and programs; Good knowledge of state, regional and local training sources and resources; When assigned to coordinate the activities of technical staff and computer consultants, must have a good knowledge of the operation and applications of personal computers and peripheral equipment; Ability to plan and develop curricula and lesson plans and to teach both clerical and professional employees directed toward integrating the staff development program with the ongoing operation of the agency; Ability to monitor and control large numbers of problems, projects and issues; Ability to coordinate the activities of others; Ability to establish and maintain working relationships with people; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and three years social caseworker experience.
- B. Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and two years fulltime paid or its parttime paid equivalent teaching experience or experience in the planning, developing and supervision of an inservice training program and one year of fulltime paid or its parttime paid equivalent social casework or social work experience; OR
- C. An equivalent combination of training and experience as defined by the limits of A and B.

NOTES:

1. Social Casework experience includes those activities that are directed toward enhancing a client's abilities to cope with and to solve problems and referral of clients to supporting resources and services. Functions include client assessment, problem identification, development, monitoring and revision of a plan for services, motivational support, counseling, crisis intervention, appropriate referral to social and support services, coordination of services.
2. Social work is generally directed toward promoting the effective operation of systems that provide people with resources and services. Functions include the development, management and evaluation of services programs, coordination and consultation with other service providers toward an integrated and comprehensive delivery system program and policy analysis, advocacy development, planning and implementation and organization analysis.
3. Experience which is custodial in nature and/or which involves primarily providing direct personal care to clients such as nursing, nurses aides, home health aides or similar positions are not considered social casework or social work.

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