

TRAINING AND WORKFORCE DEVELOPMENT MANAGER

JOB TITLE	Training and Workforce Development Manager
REPORTS TO	Deputy Director
DEPARTMENT/REGION NAME	Statewide Training Program
FTE	1.0/Full Time
FLSA	Exempt
PAY GRADE	16

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Training and Workforce Development Manager is responsible for consistently demonstrating OFSN's core values in all business interactions and performance. The Training and Workforce Development Manager exhibits a spirit of cooperation, showing adaptability and flexibility while supporting organizational policies, procedures and goals. The Training and Workforce Development Manager is also responsible for developing and maintaining trusting relationships with their team, OFSN co-workers and community/system partners as well as contractors. The Training and Workforce Development Manager ensures all resources of the office, personnel are used in the most efficient and effective manner. The Training and Workforce Development Manager must demonstrate creativity in problem solving and contribute new ideas and solutions to the organization. The role of the Training and Workforce Development Manager is to manage the organizational training program and staff and develops or updates curriculum to support families, staff and community partner needs for training and workforce development.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee planning and coordination of OFSN training, staff development, outreach, training calendar and related activities.
- Develop and maintain a system for tracking staff certification and recertification as it relates to training (ie., Traditional Health Worker, National Provider Number, Collaborative Problem Solving, etc.).
- Develop ongoing review process for OFSN curriculum and assure annual updates of curricula as needed and within funding requirements.
- Establish Train-the-Trainer modules to ensure capacity, and long-term sustainability of OFSN training and workforce development.
- Oversee the implementation of the Family Peer Coach Certification and System of Care technical assistance and training.
- Utilize adult learning principles and instructional design tools to assure accessible and meaningful training content for participants
- Oversee development of multiple training formats, i.e., web-based, on-the-job training, group learning and discussion guides and workshops.

- Coordinate with other staff to develop educational materials and reports as needed or requested.
- Monitor training evaluations and track data related to contract deliverables.
- Establish a base of staff who can effectively deliver OFSN training and oversee the support needed to sustain consistency and fidelity to high quality training.
- Provide support and coordination of all certification requirements for staff seeking Collaborative Problem-Solving certification. Serve as a point of contact for certification organizations.
- Maintain quarterly reporting on training activities.

OTHER DUTIES AND RESPONSIBILITIES

- Design, supervise and delegate trainings to be offered at local levels
- Responsible for quarterly All Staff meetings.
- Ability to use specialized equipment (LCD Projector, audio equipment, etc.)
- Must be able to drive to multiple locations around the state.
- Proficient with MS Office and database entry.
- Prepare master calendar with OFSN training events

QUALIFICATIONS

- Direct experience as a parent or primary caregiver who has navigated multiple child-serving agencies, including but not limited to, mental health, addiction treatment services, child welfare.
- Ability to articulate the experience and perspective of a parent/caregiver of a child with complex needs to build mutuality with families.
- Ability to deliver complex curriculum to specific and general audiences.
- Must have 3-5 years of significant independent work within a large-scale comprehensive training program.
- Bachelor’s degree required; advanced degree preferred.
- Able to develop and monitor tracking and data management systems.
- Able to analyze existing or standardized trainings to determine best training resources for OFSN.
- Proven ability and experience to work with diverse cultural, religious, racial, educational, socio-economic, gender expression and alternative cultural backgrounds.
- Has experience developing training curricula utilizing instructional design strategies.
- Possesses knowledge and experience of adult learning principles and apply their use in training design/delivery.
- Must be able to work with multiple projects within tight timelines and deadlines
- Excellent organizational and time management skills.
- Must be able to meet all state requirements and be registered as a Traditional Health Worker with a worker type of Family Support Specialist within 6 months of hire.

B. Identify any specialized equipment used in this job and indicate the daily percent of time spent on each.

1. **PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.**

A. The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/> Lifting	<input type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				x
Between 1 & 5 lbs.			x	
Between 5 & 25 lbs.		x		
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input checked="" type="checkbox"/> Carrying		

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
<input type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
<input checked="" type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

<input type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this job):

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
<input checked="" type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.

<input type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all the above elements is likely, with at least one present to the extent of being disagreeable.
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<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all the above elements is probable, with several being present to the extent of being objectionable.
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<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.
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4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards while in office, traveling or in communities.
 Extensive travel and some overnight stays in Oregon will be required.
 Some weekend and evenings will be required.
 Work schedules often vary and require flexibility based on organizational needs.

5. SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
 Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

<input type="checkbox"/>	Executive/Senior Level Managers (1.1)	<input checked="" type="checkbox"/>	First/Mid-Level Managers (1.2)	<input type="checkbox"/>	Professional (2)	<input type="checkbox"/>	Technician (3)
<input type="checkbox"/>	Sales (4)	<input type="checkbox"/>	Administrative Support Workers (5)	<input type="checkbox"/>	Craft Worker (6)	<input type="checkbox"/>	Operative (7)
<input type="checkbox"/>	Laborer (8)	<input type="checkbox"/>	Trainer				

7. SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Operations Manager</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>