

DISTINGUISHING FEATURES OF THE CLASS: This position involves directing, planning, coordinating and implementing a training program with educational activities for all employees of the Division of Health & Family Services. The work is performed under the general supervision of the Commissioner of Health & Family Services in accordance with staff development policies and objectives with leeway allowed for high level decision making and exercise of independent judgment in carrying out the day to day activities of the program. Supervision may be exercised over subordinate staff.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Conducts, arranges for, or coordinates formalized training programs on various subject matter related to the needs assessment of the work and service provided by DSS employees;

May make recommendations regarding the development of agency policies and goals;

Identifies staff development, in-service and other training needs and develops a comprehensive staff development plan;

Assists in identifying performance standards;

May conduct studies or surveys in support of the human services function;

Manages all training in the Division of Health & Family Services to develop a highly competent and effective staff, including, but not limited to, orientation of new employees; exit interviews of departing staff; establishing employee competencies for the new employees or newly promoted employees, ensuring all mandatory training requirements are met and training records kept, submitting relevant reports etc.;

Conducts training needs assessments of employees and works with supervisors to determine unit/individual training needs, establishes training criteria and conducts evaluations of the training, in-service and state/local contracted training to determine effective use of resources in obtaining desired outcomes;

Maintains materials related to training programs such as audio/visual media, books, self-study material, curriculum lesson plans and also maintain the library of state/federal directives;

Develops, conducts and/or coordinates training programs as relevant to the delivery of human services programs;

Develops and disseminates training materials as relevant to training needs; establishes and maintains a resource library and audiovisual aids and equipment to enhance communications, knowledge and awareness;

Initiates staff recognition events;

Maintains employee time keeping records, including records relating to the use of leave time and the accrual of overtime;

May perform other duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of the principles and practices of planning and executing the human resource/services management function in a governmental agency; knowledge of the principles and practices of conducting staff development in both mandated and professional Human Resource and Human Services areas; knowledge of the concepts and practices used to develop a training curriculum; working knowledge of the principles of learning and instruction;

ability to assess and evaluate training needs; ability to present ideas clearly both orally and in writing; ability to establish and maintain effective working relationships with others; and resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree; and two (2) years of experience in teaching, staff development or in performing human resources functions; or
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree; and four (4) years of experience as described in (A) above; or
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree; and six (6) years of experience as described in (A) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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