

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves day to day hands-on training of examiners and caseworkers in the Department of Family Services. Responsibilities include the training of new hires, orientation to systems use, refresher trainings, interpretation and dissemination of changes in state and federal rules and regulations and assisting the Staff Development/HR Coordinator in identifying weaknesses in training areas while providing on-site training when necessary and feasible for the employees of the Division of Health and Family Services. Work is performed under the direct supervision of the Staff Development/HR Manager (and the general direction of the Commissioner of Health and Family Services) in accordance with established staff development policies and objectives. Technical consultation and assistance for carrying out the objectives of this program are provided by the Staff Development/HR Manager and the State of New York Office of Temporary and Disability Assistance and Office of Children and Family Services.

**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.*

Assists with the staff development program of an agency including orientation, in-service training and coordinating educational leave for all employees;

Assists in the delivery, planning and implementation of training and educational activities of all employees in an agency;

Conducts studies to identify training and educational needs of an agency;

Assists in the development of training programs to meet these needs;

Develops and disseminates training materials as relevant to training needs;

Conducts portions of a formalized training program;

Conducts the departmental orientation program;

Makes arrangements for the physical facilities and equipment for training sessions;

Establishes and maintains a resource library and audiovisual aids and equipment to enhance communications, knowledge and awareness;

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

Assists in identifying performance standards;

May perform other duties as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of the principles and practices of conducting a staff development program; working knowledge of the principles and practices of social casework; working knowledge of Federal, State and local public welfare laws and programs; ability to plan and assist in the development of curricula and lesson plans; ability to analyze jobs, functions and problems; ability to assist in implementing training programs; ability to write clear and accurate reports and records; ability to establish and maintain effective working relationships with others; good judgment; emotional maturity; resourcefulness; initiative and tact.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree or higher in Human Services or Business; or
- (B) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree or higher; and two (2) years of full-time paid local social services

district experience or in an agency working closely with a local social services

district adhering to acceptable standards. Said experience must involve direct client contact.

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*Originated: June 30, 2015*  
*Jurisdictional Class: Competitive*  
*NYS Civil Service Commission Approval: N/A*  
*Public Hearing: N/A*  
*Placed in Classplan: September 11, 2015*

*Revised and replaced in Classplan on 11/6/15*  
*Revised and Replaced in Classplan: 4/4/2023*