

AK Child & Family

Job Description and Performance Appraisal

Training Support Specialist

Employee: _____

Date of Evaluation: _____

Review Period: _____

Next Review Date: _____

SUMMARY OF RESPONSIBILITIES*

The Training Support Specialist works with the Training Manager to assess, develop, design, implement, and evaluate agency training needs. Support with all agency training initiatives with particular emphasis on programmatic training needs to sustain operations is provided. This position requires working collaboratively with supervisory staff to help facilitate growth and development; the TSS works collaboratively with the Training Manager, Training Specialist II, and HR Development Manager to promote core competencies of all staff to include participation in orientation, on-the-job skill development, supervisory skill development, Leadership programming development, and ad hoc training needs developed in cooperation with Program Directors. The TSS is responsible for maintaining training database and record keeping, thereby ensuring timely and accurate records are in place; this includes keeping track of and reporting on compliance related training standards. In addition to supporting internal training needs, the TSS maintains strong and positive working relationships with external vendors/resources to support agency training needs in a cost-effective manner. The TSS assists in scheduling and coordinating external speakers (e.g. all-staff presenters), and supports staff in coordinating conference registration and travel arrangements as requested. A necessary part of this position is ensuring adequate materials are available which necessarily includes copying and printing resources. The TSS supports the Training Manager in others duties to include grant funded support services as instructed

SUPERVISION AND COORDINATION OF SERVICES

The Training Support Specialist reports directly to the Training Manager. The TSS assists and supports the Training Specialist II at the direction of the Training Manager though primary responsibilities are toward meeting AK Child & Family employee, supervisor, and leadership training needs; this position may require a willingness and ability to travel.

QUALIFICATIONS

Knowledge, Skills and Abilities: The ability to adhere to and uphold Sanctuary principles, particularly the Seven Commitments (Non-violence, Emotional Intelligence, Social Learning, Democracy, Open Communication, Social Responsibility, and Growth & Change) is imperative. Knowledge of and experience with database management and accurate/efficient data entry into a Learning Management System (e.g. Relias) or similar experience combined with strong organizational skills is essential. The ability to communicate clearly in both oral and written forms together with strong interpersonal skills and enthusiasm presenting material is necessary in order to both provide effective training, in large and small group settings, and facilitate effective record keeping. Knowledge of varied multimedia training delivery platforms and/or a willingness to adapt to such resources is required. Experience and demonstrated understanding/knowledge of Children's Behavioral Health matters is highly desirable. Understanding and application of adult learning theory is necessary. The TSS must possess the ability to problem-solve and engage in collaboration with others in order to meet agency training needs.

Education and experience: The Training Support Specialist must have demonstrable training experience and/or in-depth knowledge. An Associate or Baccalaureate degree in Education, Social Sciences, Human Resources, Organizational Development or a related field combined with at least six months direct experience is preferable, however in lieu of educational requirements a High School Diploma or equivalent and two years of direct training provision may be considered.

PHYSICAL DEMANDS

The training Support Specialist must be able to effectively and efficiently operate a personal computer and communication devices, and utilize a copy machine (44) inches high. The position involves transporting and lifting material up to thirty-five (35) pounds between sites and requires an ability to drive between locations in Anchorage. Ability to operate a vehicle in the State of Alaska is required.

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Time Frame: ☐ Initial ☐ Introductory Period ☐ Annual ☐ Other: _____

Evaluation Tools

Rating Scale

1. Observation 7.
2. Individual Supervision 8.
3. Department Meetings 9.
4. Peer Feedback 10.
5. Intra Agency 11.
Consumer Feedback 12.
6. Skills Development/
Training

- 3 – Consistently exceeds performance expectations
2 – 85-100% of performance meets expectations
1 – Improvement needed
0 – Close supervision required (Action plan required)

Performance Factors	Compliance	Additional Tools Used	Rating and Comments
Professionalism	(1) Works well and willingly with others, promotes cooperation and understanding among team members; is generally optimistic, and contributes positively to AK Child & Family. <u>Criteria:</u> 1, 2, 4		
	(2) Is flexible and able to meet programmatic changes and challenges. <u>Criteria:</u> 1, 2, 4		
	(3) Arrives at work promptly and works in a timely and responsible way. <u>Criteria:</u> 2, 4		
	(4) Maintains confidentiality of information and professional boundaries. <u>Criteria:</u> 2, 4, 5		

Performance Factors	Compliance	Additional Tools Used	Rating and Comments
	(5) Uses appropriate channels of communication to seek answers, make suggestions, and to openly advocate change; does not gossip. <u>Criteria:</u> 1, 2, 3, 5		
	(6) Works independently, seeks out and takes on new duties. <u>Criteria:</u> 2, 3, 4		
	(7) Upholds the AK Child & Family mission, core values, code of ethics and treatment principles. <u>Criteria:</u> 2, 3, 4		
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Job Description
Job Title

Performance Factors	Compliance	Additional Tools Used	Rating and Comments
	<u>Criteria:</u>		
	<u>Criteria:</u>		
	<u>Criteria:</u>		

Action Plan:

(Note: Any Areas Rated as "0" Requires Specific Action Plan.)

Job Description
Job Title

Goals and Performance

1. Review individual goal(s) listed on last performance review (employee and supervisor) and indicate whether they have been achieved.
 - a.
 - b.
 - c.
2. Establish new goal(s) for next performance review period.
 - a.
 - b.
 - c.
3. Overall assessment of employee's performance:
4. Employee Comments:

Supervisor Date

Employee Date

President and CEO Date