



Job Description

Job Title: Training and Technical Assistance Specialist	FLSA Status:
Department: HFA	Reports To: Senior Director of Training and Technical Assistance
Prepared By: Kathleen Strader	Prepared Date: 09-01-19
Approved By: Kathleen Strader	Approved Date: 09-01-19

Purpose:

The Mission of Prevent Child Abuse is to prevent the abuse and neglect of our nation's children. This position contributes to the organization's mission by providing training and technical assistance support to affiliated Healthy Families America (HFA) sites throughout the country and U.S. territories.

Position Overview:

This position works directly with staff from HFA sites and is responsible for supporting the professional growth of the network and enhancing the performance of sites by providing training that will increase the capacity of staff to impact positive outcomes for families and technical assistance to help sites implement the HFA model and its Best Practice Standards to fidelity.

Essential Duties and Responsibilities:

- Support communities within a specified multi-state/territory region with HFA implementation and accreditation.
- Provide ongoing technical assistance to site/state leadership, including on-site technical assistance when requested.
- Deliver trainings such as webinars and in-person trainings e.g. virtual Communities of Practice, peer reviewer training, implementation training, specialized training requested by a site, and core training, if certified as a HFA core trainer.
- Participate in the review and update of the HFA Best Practice Standards, including the communication of changes to the Network and revisions to training as needed.
- Maintain data in the HFAST system to monitor status of sites in region.
- Participate in department CQI activities including trending of both internal and external Training and Technical Assistance activities.
- Attend Accreditation Panel meetings to represent sites/systems when under review
- Attend all staff meetings.
- Develop resource materials to support sites with HFA implementation and accreditation.
- Participate as an HFA Certified Peer Reviewer on a minimum of 2 site visits annually.



- Plan, develop, or coordinate presentations for the PCAA/HFA Conference, including participation in the Pre-Conference sessions for trainers, peers and network.

Please note that this list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.

Expectations

- Behave Ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- Adaptability: Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the department.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Think Strategically: Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Education and Skills:

- Bachelor's degree in social work, psychology, health education, administration or related field.
- Experience implementing the HFA Model (Best Practice Standards) at the local and/or state level.
- Certified as a HFA Trainer and/or National HFA Peer Reviewer, or willing to become trained as one.
- Experience facilitating face-to-face and webinar training/learning opportunities.



Preferred:

- Master's degree or equivalent; four to ten years related experience and/or training; or equivalent combination of education and experience.
- Infant Mental Health Endorsement, a plus.
- Experience with reflective practice.
- Experience with the Healthy Families Accreditation process.
- Experience providing technical assistance and support through a strength-based and solution-focused philosophy.

Language Skills:

- Excellent communications skills, including both writing and public speaking
- Excellent training skills
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills:

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

- Strong skills in analytical thinking.
- Excellent problem solving ability.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Other Qualifications:

- Excellent project management and organizational skills.
- Knowledge of Microsoft Word, Excel, PowerPoint, Access, Publisher and e-mail.
- Ability to operate a variety of office equipment such as a personal computer, telephone, printer, copier, and scanner.

Physical and Mental Demands:

While performing the duties of this job, the employee is frequently required to sit, talk, and/or hear, and/or use hands to finger, handle, or touch objects, tools, or controls. The employee is occasionally required to stand and/or walk for extended periods, lift and/or move up to 10 pounds while moving files or small packages. This position may occasionally lift and/or move up to 25 pounds while moving items. Specific vision abilities required by this job include close vision and the ability to adjust focus. Capacity to spend significant time each day on a computer. Specific requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.



Travel Required:

Must be available to travel out of state at least monthly.

Work Environment:

This may be a remote position. If outside the Chicago area, staff must maintain a home-based office with internet and telephone. A computer and printer are provided. Work is performed in an office environment. The noise level in the work environment is usually moderate. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

Employee

Acknowledgment _____

Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.