

**LUCAS COUNTY CHILDREN SERVICES  
POSITION DESCRIPTION**

Non-Exempt Non-Bargaining                      Exempt Non-Bargaining      X                        Bargaining Unit

TITLE:	Manager, Training & Development	CLASSIFICATION:	Training Program Manager
UNIT:	Training & Development	DEPARTMENT:	Human Resources
INCUMBENT:		START DATE IN POSITION:	
SUPERVISOR:	Ebonie Jackson	SUPERVISOR TITLE:	Director-Administrative Services

**POSITION GOAL & ACCOUNTABILITIES:** Promotes and enhances a learning culture within the Northwest Ohio Region. Manages the operation of the Northwest Ohio Regional Training Center for the Ohio Child Welfare Training Program and host Agency (i.e. LCCS) Training and Development Department. Ensures the effective delivery of training activities to all staff by coordinating training needs of county agencies in NWORTC in accordance with ODJFS training grant activities. To assess, design, develop, implement and evaluate training interventions, programs and processes that are reflective of critical Agency philosophies, strategies and initiatives concerning, but not limited to, professionalism, cultural competency, family-centered neighborhood-based (FCNB) services and ethical practices.

**ESSENTIAL DUTIES:**

Manages the operation of the Northwest Ohio Regional Training Center (NWORTC), in conjunction with the Ohio Child Welfare Training Program (OCWTP). OCWTP is a competency-based training program that provides training for child welfare staff, foster/adoptive parents and adoption assessors employed by the 16 Counties assigned to the NWORTC. Responsible for contract deliverables defined in each two-year grant contract with ODJFS. Communicates, collaborates and provides consultation with agencies within the NWORTC counties on county-specific staff development issues, various state training initiatives, organizational needs assessments and development plans to address identified needs. Manages the development of learning activities and educates the region, including Lucas County on available training competencies. Actively participates on the state-wide Steering Committee and serves as a voting member. Serves on OCWTP work-teams, attends, PCSAO District Meetings and other agency committees as assigned. Participates in agency ODJFS CPOE reviews and provides assistance to the assigned county agencies in developing training interventions for Quality Improvement Plans (QIPs) and Performance Improvement Plans (PIPs). Manage and oversee the development of training calendars for staff and foster caregivers.

Conducts county liaison meetings and county site visits and develops information sharing mechanism with the region. Coordinates and facilitates quarterly planning meetings with supervisors and coordinators, assessing specific training needs as well as developing actual training packages with designated staff. Attends and evaluates workshops in accordance with standards to ensure content integrity and quality. Assists with selecting trainers and trainer skill development and evaluates workshops and provide training debriefings. Manages the training facility and ensures that the entire training facility and all related functions operate smoothly. Manages the development and maintenance of the NWORTC website and utilizes computerized training databases and maintains all training records and data for the region and coordinates conferences as requested.

Develops and manages the RTC and Training and Development budgets, including the purchase of training supplies, equipment, books, films, quarterly calendars, etc. Prepare annual State, RTC, Agency, and local reports.

Assess training needs for designated training populations and other populations as designated by LCCS. Manage the training and development initiative(s) by identifying, designing and managing activities to improve organizational effectiveness to include developing and coordinating planned training interventions. Conducts needs assessments and designs and manages professional and career development programs and recommends developmental opportunities. Oversees the Agency's Tuition Assistance and Tuition Reimbursement programs (TAP/TR).

Partners with agency departments and develops training based on statistical reports (i.e. case reading analysis report and client/staff surveys, etc.). Partners with Human Resources to develop and implement strategies related to HR management issues (i.e. performance management, orientation and on-boarding). Participates in casework applicant screening/testing, conducts interviews and makes recommendations for employment. Works with Training Unit Supervisor to develop and coordinates training unit curriculum for new caseworkers. Utilizes a variety of methods to develop integrative on-the-job training programs and supports for new hires, including providing feedback, instruction, coaching and evaluation. Assist with developing and implementing succession planning and leadership development initiatives.

Consults with management on performance, organizational, and leadership training matters and conducts training needs assessments to determine interventions required to enhance overall agency and employee performance. Utilizes various tools and methodologies (i.e. surveys, needs assessments, focus groups, etc.) to determine the Agency training needs to develop new training programs or modify and improve existing programs.

Evaluates and supervises training personnel, reviews position descriptions as required, makes recommendations on employment decisions, takes disciplinary action and adjusts grievances as necessary. Develops and reviews goals, objectives, and annual work plans.

**NON-ESSENTIAL DUTIES:**

Performs other duties as assigned.

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**SCOPE OF POSITION:** Reports to: Director-Human Resources. Supervises: Training Coordinators (3), RTC Clerks (3) and the activities of Regional Training Center **and** LCCS Training and Development Program.

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**MINIMUM POSITION SPECIFICATIONS:** Requires Masters Degree in education, social services or human resources discipline or related degree, and three (3) years supervisory experience. Three (3) years experience in the administration of a professional staff development program plus three (3) years experience in direct child welfare practice strongly preferred. Knowledge of adult learning theories, principles and practices of instructional methods and competency-based training systems, training techniques, and curriculum design principle, performance management theory & practice and budget management required. Demonstrated ability to model effective interactions and communication skills in cross-cultural situations required. Must possess the ability to utilize computer technology to access information and produce reports. Valid driver's license, automobile insurance and reliable automobile required.

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