



Job Description

Job Title: Training & Technical Assistance Coordinator

Reports To: Assistant Director

Department: CORE

Summary: This position is primarily responsible for coordinating training delivery to child care providers as well as oversee all data entry as required by IDHS.

Essential Duties and Responsibilities:

1. Coordinates the development, implementation, and evaluation of an integrated set of professional development training initiatives offered by CCCC, including these responsibilities: (70%)
 - a. The development of programs plans, policies, procedures, guidelines and objectives for the training department based on the contracts and guidelines of the Illinois Department of Human Services and the Core Service Department.
 - b. The preparation and implementation of the program budget, including revenues and expenses with the ability to meet the required reporting deadlines in a timely fashion.
 - c. The data entry and monitoring of registration, attendance, payment, evaluation and follow up of all training events in appropriate data bases.
 - d. The development of accurate billing reconciliation, budget summary and cost analysis reports in a timely matter.
 - e. The development and implementation of annual evaluation standards for contracted trainers judging appropriateness, adult learning delivery and effectiveness.
 - f. The identification and utilization of meeting locations, catering services, lodging and equipment needs for trainings and/or conferences.
 - g. The development and evaluation of the annual identification of training needs, then the recruitment of presenters, preparation and distribution of contracts and maintenance of proper data in the Data Tracking Program as a result of these findings.
 - h. Develops and monitors the monthly facilitation schedule.
 - i. Creates and distributes the marketing materials related to training including but not limited to trainings, credentialing, conferences, and trainer recruitment.
 - j. Manage all aspects of the Provider Service Funds as it pertains to the ExceleRate Training Stipend, Individual Professional Development Funds, and CPR/FA Reimbursements funding opportunities including but not limited to recruitment, marketing, technical assistance, data entry, and follow up of applications.

2. Coordinates the development, implementation, and evaluation of an integrated set of professional consultant initiatives offered by CCCC including the following: (15%)
 - a. Enter and maintain accurate data in DTP.
 - b. Possess the ability to balance the needs of individual families and child care providers.
 - c. Communicate constituent's needs and concerns to other staff and departments as needed.
 - d. Develop and maintain partnerships with constituencies to ensure optimal services.
 - e. Provide community outreach and education regarding quality child care as it pertains to meeting the needs of both current and potential customers.
 - f. Facilitate and participate in team-oriented work environment while valuing individual team members' contributions, appreciation for diversity and confidentiality of standards of the agency.
 - g. Participate in all consultant, department and agency meetings and trainings
 - h. Participate in planning and implementation of agency/department annual plan and customer service standards.
 - i. Facilitate trainings periodically as assigned.

3. Develop and maintain positive relationships within the community to promote and sustain the program and services. (5%)
4. Maintain required job knowledge and skills and Core professional competencies. Attend and participate in required educational programs and staff meetings. (5%)
5. Perform other duties as assigned. (5%)

PERFORMANCE MEASURES:

1. Inquiries and referrals are handled promptly and accurately, with courtesy and respect shown to all callers and in-person.
2. Deliverables are met as set in place by the Illinois Department of Human Services.
3. Parent and Provider data is entered with a high degree of accuracy within established timeframes.
4. Goals of assigned programs are achieved within designated timeframes; creative solutions and ideas are sought to achieve these goals.
5. Program is highly (well) regarded in the community and by our clients (parents) and providers.
6. Employee is up-to-date and complies with all current and new state policies regarding assigned program areas.
7. Employee understands and demonstrates a high level of professionalism, including maintaining confidentiality regarding agency clients, early child and care programs and all information pertaining to Community Child Care Connection, Inc.
8. Fifteen (15) hours of continuous education achieved.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities, but provides work direction to all contracted trainers and facilitators.

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. Individuals must be able to travel overnight as business necessitates, work evenings and weekends, and hold a valid Illinois Drivers License or have the ability to travel as assigned.

EDUCATION and EXPERIENCE:

Bachelor's degree in early childhood education or related field and 2-4 years experience in the early childhood field or equivalent combination of education and experience. Prior experience working with data entry, parent counseling, social services, sales, or communications is preferred.

COMMUNICATION SKILLS:

Within a 90 day probation period, staff must demonstrate the 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 is required. Ability to affectively present information and respond to questions from diverse groups of constituents, early child care professionals, parents, clients, and the general public is required.

MATHEMATICAL SKILLS:

Within a 90 day probation period, staff must demonstrate the ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations is required.

REASONING ABILITY:

Within a 90 day probation period, staff must demonstrate the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist. Ability to interpret a variety of instructions furnished by written, oral, diagram and schedule form is required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance and stoop kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by this job include close vision and ability to focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The office environment has moderate temperature and moderate noise levels.