

Human Services Training Specialist



General Summary of Classification:

Develops, delivers, and evaluates training programs for social services staff to ensure compliance with regulations and improve service delivery. Identifies training needs, maintains awareness of career field training best practices, develops and delivers instructional content, evaluates staff development programs, and maintains training records. Ensures compliance with applicable regulations and supports organizational goals by enhancing service delivery through targeted training.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Designs, develops, and implements comprehensive training programs, including new hire onboarding and ongoing professional development initiatives, ensuring alignment with organizational goals and diverse learner needs.
- Oversees the creation and execution of detailed training and work plans, including defining tasks, setting benchmarks for performance, and establishing completion timelines.
- Conducts needs assessments and systems analysis to identify training gaps and opportunities for improvement; designs curriculum and materials informed by performance studies, data analysis, and industry best practices.
- Develops and applies appropriate metrics, surveys, and data analysis techniques to evaluate training effectiveness and inform continuous program improvement.
- Maintains accurate and compliant records, including training certifications, participant data, and departmental files, in accordance with state and local regulations.
- Markets training opportunities, manages logistical aspects, supplies, and scheduling, and ensures efficient program delivery.
- Prepares and presents a variety of internal and external reports, mandated documentation, and performance assessments.
- Participates in internal meetings, cross-departmental initiatives, and engagement with external partners and agencies.
- Manages digital communication and outreach activities, including the upkeep and content management of web-based platforms used for training and information sharing.
- Coordinate and conduct in-person and virtual training sessions for agency staff and service providers.
- Consult with agency leadership and program managers on training priorities and staff development goals.
- Provide technical assistance and coaching to reinforce training objectives in the workplace.
- Attend professional development conferences and maintain current knowledge of regulatory changes.
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Maintains a thorough working knowledge of public social services programs, casework practices, adult learning principles, and federal/state/local human services regulations. Must know relevant laws, regulations, training practices, and subject matter specific to agency services.
- **Technical:** Proficiency in Microsoft Office Suite, virtual learning platforms, and learning management systems (LMS); sound working knowledge of associated Department information systems, software, and equipment.
- **Interpersonal, Communication and Customer Service:** Excellent communication skills with the ability to resolve complex and sensitive issues independently; collaboration skills with the ability to develop and maintain effective working relationships with internal and external customers; ability to build rapport with diverse audiences and communicate complex information clearly; sound public speaking skills with the ability to prepare and give effective presentations to target audiences; strong facilitation, coaching, and presentation skills.
- **Decision-making and Authority:** Ability to plan, prioritize, and perform multiple activities independently sufficient to organize own work schedule and to schedule and coordinate the training activities of others; excellent critical thinking skills with demonstrated ability to make sound judgments and decisions independently.
- **Leadership:** Non-supervisory. Ability to work independently with minimal supervision and as part of a team.
- **Environment:** Typically works in an office setting; may telework; may work in various duty-related locations.
- **Physical:** Visual and hearing acuity sufficient to interact accurately with a diverse audience of stakeholders. Physical ability sufficient to perform assigned duties in an office environment and at various other duty-related locations as needed.

Minimum Education and Experience may vary based on assigned department and operational need:

Education: Four (4) year degree in a relevant social science field.

Experience: Three (3) years of relevant social services and/or professional development and training experience.

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.) will vary based on assigned department and operational need:

- Valid driver's license to perform assigned duties at various locations.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of LTD Adjunct Training Program.
- Successful completion of all required NIMS courses.