

# SOLANO COUNTY CHILD SUPPORT TRAINING SPECIALIST

Est 04/02

## DEFINITION

Under general supervision, develops and conducts induction and in-service training programs for staff development programs related to the establishment and enforcement of child support.

## DISTINGUISHING CHARACTERISTICS

This is a single class position responsible for providing formal classroom training to staff on regulatory technical procedures used in the establishment and enforcement of child support orders. Incumbents are responsible for facilitating the development and implementation of training programs by scheduling and coordinating classes, identifying appropriate training methods, developing training materials, assisting in the assessment of staff training and assisting in the development and maintenance of policy and procedure manuals.

## EXAMPLES OF DUTIES

1. Plans, develops and conducts training and retraining programs for staff to instruct them in the principles of the establishment and enforcement of child support orders, interviewing techniques, location of individuals and assets.
2. Researches, develops, and prepares training modules and materials for new regulations or procedures. Develops written performance tests as appropriate to determine the degree to which training participants are absorbing material being presented.
3. Reviews and provides appropriate corrective feedback on casework documentation, accuracy, thoroughness, and proper completion. Assists in arranging for subject matter specialists to provide training in specialized areas as required. Trains participants in the use of general and specific computer applications programs.
4. Prepares lesson plans, manuals, handbooks, audio-visual aids, and other training materials. Assists in identifying in-service training needs for staff and in developing training courses and materials to meet these needs.
5. Gathers cost data on training materials, equipment, outside workshops, and other training related expenses to assist supervision on determining training budget requirements. Evaluates the effectiveness of training programs and makes revisions as needed.

6. Maintains liaison with staff development personnel in other agencies and representatives from the State to obtain assistance in developing training courses and to keep abreast of trends and new requirements. Provides assistance to supervision in identifying training needs of subordinates and developing plans providing on-going training.
7. Attends meetings and conferences. Maintains records on training activities. Prepares reports and correspondence. Assists in developing and conducting orientation to specialized training for all departmental employees.
8. Communicates training and performance expectations to class participants. Evaluates performance of participants in a training environment and recommends appropriate action. Recognizes and deals with personnel problems identified during training.
9. Provides lead direction to staff assisting in the provision of training.

## QUALIFICATION GUIDELINES

### Education and/or Experience

Two years journey experience as a Child Support Officer or as staff trainer in Solano County or comparable classification in another government agency performing related work that demonstrates knowledge of methods, techniques, operations and requirements of the child support program.

And

Completion of the equivalent of 60 semester unit or equivalent quarter units from an accredited college or university preferably in Sociology, Social Science, Psychology, Counseling, Public Administration, Business or other related coursework.

### Knowledge/Abilities

Knowledge of records management, work-load management, quality control, and program review practices; standard office practice and procedures, including filing and operation of standard and automated office equipment; record keeping and case management principles and practices; techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds; and basic computer applications, systems, coding protocols, input screens and formats related to the work.

Ability to plan, organize and conduct training activities; oversee employees in a training environment; lead, direct and train staff; analyze training needs and development training programs to accommodate identified needs; prepare instructive lesson plans, manuals, handbooks and other training materials; conduct interactive interviews; read, apply, and explain complex regulations, procedures and policies; analyze and interpret written numerical, and verbal data from a variety of

sources; understand and apply vocational guidance, work-readiness appraisal, employment plan, and assessment theory and concepts; draw logical conclusions and make appropriate recommendations, maintain accurate and systematic records; prepare statistical and narrative reports; use automated technology to maintain records and files; train and guide other staff in the more complex activities; establish and maintain cooperative working relationships with fellow employees, clients and the general public; deal effectively with people from a variety of socio-economic, ethnic, and cultural backgrounds.

**SPECIAL REQUIREMENTS**

Assignment Requirements: Some positions in these classes may require work in an out-station location or in a setting with other professionals integrated as a team.

**SUPPLEMENTAL INFORMATION**

Independent travel may be required.

Probationary Period: Employees selected who are internal to the department will serve a six (6) month probationary period.

Employee or candidates selected who are outside the department or outside Solano County shall serve a one (1) year probationary period.

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Department Head

*[Handwritten Signature]*

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Date

4/4/02

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