



Functional Job Description

Identification

Position Number: 22103286	Revision Date: 8/22/2022
Internal Title: Field Services Trainer	OPM Title: Education & Instruction Coordinator
Division: Division of Services for the Blind	Grade: GS08
Senior/Hiring Manager: Megan Lamb	Class: E026C
Funding Source: (90%) Federal (10%) State	Cost Center: B520419410

Position Summary

The Education & Instruction Coordinator will function as the Field Services Trainer. The Field Services Trainer will provide onboarding and ongoing training to DSB Field Services Staff to ensure the agency is in compliance with federal, state, and agency regulations. The Field Services Trainer will recommend, develop, and lead individual and group trainings for staff. This position is governed by state and federal laws and agency policy.

Education and Professional Work Experience

Minimum Qualifications

The formal education equivalent of a bachelor's degree in education, business administration or a related field; plus, four years of professional level experience, including one-year supervisory experience.

Knowledge, Skills, and Abilities

- Knowledge of federal and state laws regarding licensure.
- Knowledge of educational/training program development and presentation techniques.
- Knowledge of teaching principles and methods.
- Ability to research, develop, evaluate, and revise educational/training programs.
- Ability to coordinate and conduct educational/training programs.
- Ability to prepare reports and maintain records.
- Ability to review and analyze applications and supporting documentation.
- Ability to present ideas and information to large and diverse groups.
- Ability to recruit, select, and instruct trainers in program presentation techniques.

Job Responsibilities and Expected Results

Key Responsibilities



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1. Travel to DSB locations to provide training, as necessary. This will include some overnight travel.
2. Provide training on DSB case management system, policy, and procedures for new and existing Field Services Staff.
3. Develop and maintain an updated onboarding training for new staff.
4. Utilize a variety of multimedia training tools and platforms to ensure effective training.
5. Develops and implements a learning curriculum that is consistent with current trends and best practices.
6. Provide quarterly regional trainings to DSB Field Services Staff.
7. Create training guides and manuals for staff reference.
8. Maintain the DSB SharePoint Training Page to ensure resources from trainings are always available to staff.
9. Conduct trainings at DSB's annual Field Services and Statewide meetings.
10. Coordinate additional outside trainings as necessary for the agency.
11. Conduct trainings for the DSB Board upon request.
12. Provide additional training to staff who need follow up assistance.
13. Conduct training for vendors, employers, and others upon request.
14. Review error reports from Quality Assurance to recommend and develop additional trainings for staff.
15. Keep attendance and assessment records for all trainings
16. Design and administer assessments of trainings provided.
17. Provide presentations and reports on training of a high quality to DSB staff and stakeholders.

Expected Results

1. Begin a full onboarding training of case management and agency policy to new staff within 2 weeks of their hire date.
2. Continue training of new and existing staff until they complete a full training curriculum.
3. Conduct 4 quarterly trainings for each region (5 regions) during the year.
4. Upload all trainings and guidance to SharePoint within 5 days of training or document approval.
5. Assess training and development needs through surveys, interviews, focus groups, and communication with managers and staff.
6. Develop and implement an annual training plan based on the needs assessment, regulatory requirements, and other input from QA and management.
7. Present training using various formats including group discussion, lecture, simulations, videos, and other.



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8. Maintain records of training and development activities, attendance, results of tests, and other retraining requirements.
9. Evaluate program effectiveness through assessments, surveys, and feedback. Maintain knowledge of the latest trends in training and development. Perform other duties as required.