



Position: Learning and Development Specialist
Reports to: Executive Director
Department: Administration
Classification: Non-Exempt **Hours:** 20 per week
Date: 2024
Approved: John T. Mandeville 04.2024

Job Function: The Learning & Development (L&D) Specialist will design a comprehensive training curriculum and provide individualized support to ensure all staff members have equal access to training through a universal design and human centered lens.

Essential Functions:

Develop understanding of CVCOA’s staff structure, current orientation curriculum and programmatic trainings:

Create and develop a survey tool in collaboration with Management Team to assess staff perceptions of current opportunities, skill gaps and feedback on unexplored or requested training topics:

Train staff to utilize cloud-based technologies and the new video conferencing system, which will deepen team collaboration, staff engagement, consistency in training, and continuity of meetings:

Support identification of additional training opportunities for CVCOA case management staff, in addition to the training identified for the new Lead Case Manager positions:

Further expand the learning culture at CVCOA that bolsters team collaboration and builds technology and communication skills in collaboration with CVCOA Leadership and Management Teams.

Engage with staff in one on one and group training both in person and virtually to increase staff skill levels, knowledge and confidence.

Knowledge, Skills, and Abilities:

1. Bachelor’s degree or equivalent work experience, with 2-3 years of relevant work experience.
2. At least 1-2 years of project management experience.
3. Ability to work cooperatively with a wide variety of people, independently and as part of a team.
4. Experience in using Microsoft 365, Zoom and other online applications.
5. Experience in developing curriculum and facilitation.

6. Excellent written, oral, and public speaking communication skills.
7. Access to reliable transportation.

Physical demands:

1. Ability to travel within CVCOA service area.
2. Extensive computer work/repetitive motions.

Mental demands:

1. Ability to multi-task, prioritize, and problem-solve.
2. Attention to detail and adherence to deadlines.

Working Conditions:

1. Shared office in busy social services agency.
2. Able to work remotely as circumstances require.

Computer Skills:

1. Microsoft Office 365, including Excel, Word, Outlook, and Power Point; Adobe.
2. Ability to learn database systems as required.