

ECONOMIC SUPPORT TRAINER

DEFINITION

Under general supervision, to identify training needs, plan, develop, design, implement, coordinate and evaluate training for new and continuing employees in all staff functions under W-2, Child Care, Medical Assistance/Healthy Start/BadgerCare, Food Stamps and other related economic support programs and perform related work as required.

EXAMPLES OF DUTIES

Identify training needs; write curriculum; design resource material and training packets; provide training regarding technical skills, policy and procedure, interviewing, case managing, and quality; reviews and analyze federal, state and local policies and procedures; conduct training programs: on-the-job, small group, classroom and individual; evaluate training needs, programs and materials.

EMPLOYMENT STANDARDS

Education and Experience: Must have any combination of training and experience equivalent to two years of experience as an Economic Support Specialist, Supportive Service Specialist, Financial Employment Planner as defined by the W-2 program or equivalent. Experience as a trainer or facilitator is preferred. Additional credit will be awarded for education or experience in adult learning theory and adult education or a closely related area that provides the same expertise.

Knowledge, Skills and Abilities: Knowledge of the principles and current techniques of adult education; knowledge of social, employment and economic conditions; knowledge of the role and functions of social service and employment and training; knowledge of community resources; extensive knowledge of state/federal economic support and employment program procedures and related requirements; skill in explaining complex material to others in the demonstration of correct methods and procedures; skill in planning and meeting multiple priorities; skill in developing written communications; skill in oral communications with large and small groups and individuals; ability to relate sensitively to diverse populations; ability to analyze and interpret complex information; ability to work independently and to exercise judgment; ability to gather facts and report them accurately; ability to assimilate and respond constructively to constant change; ability to work cooperatively; ability to maintain calm and professional demeanor in high stress and provocative circumstances.

Special Requirements: For some positions a valid Wisconsin driver's license, access to personal transportation and varied overnight travel is required.