

## **CATHOLIC SOCIAL SERVICES JOB DESCRIPTION**

**TITLE:** Training and Community Resource Director  
**SUPERVISED BY:** Chief Program Officer  
**STATUS:** Full-time / salaried / exempt  
**UPDATED:** 1/24/2020

**JOB SUMMARY:** The Training and Community Resource Director is responsible creating and delivering agency wide trainings that enhance the competencies of CSS staff; training community partners; identifying and establishing relationships with resources that will benefit the people we serve; act as a liaison between CSS staff and community resources.

### **QUALIFICATIONS:**

**Competencies:** Must be able to maintain confidentiality and treat each staff member and program participant with dignity and respect. Must have the ability to establish and maintain professional boundaries with staff, program participants and volunteers. Must demonstrate leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability and desire to work with a variety of people to carry out the mission and purpose of the program. Ability to be a team member with program staff, agency personnel, and community service providers. Ability to work with and advocate for program participants. Ability to handle crisis situations with minimum supervision. Excellent interpersonal skills required. Ability to work alone or as part of a team.

**Education/Experience/Skills:** Master's Degree in social work, counseling, or a related field and two years of related work experience. Excellent communication skills (oral and written) and computer skills. Excellent interpersonal and team building skills.

Experience with training design, curriculum and delivery. Must be proficient in Motivational Interviewing, Trauma Informed Care, Critical Time Intervention and Resiliency within 6 months of hire. Must have knowledge of local resources and the ability to interview community partners to get needed information.

### **Duties & Responsibilities:**

#### **1. Training:**

- a. Enhance the competencies of individual employees by designing and conducting training programs that will boost employee's workplace performance in alliance with company's core values.
- b. Responsible for performing training needs assessments, designing and delivering curriculum and learning materials, and managing all phases of training interventions.
- c. Provide trainings to community partners.
- d. Responsible for establishing relationships with resources in the community who can train on specialized topics.
- e. Immediate areas of expertise include Motivational Interviewing, Trauma Informed Care, Resiliency, Critical Time Intervention.

**2. Community Resource Liaison:**

- a. Establish relationships with a variety of local community resources to include but not limited to mental health and substance misuse, employment services, benefits programs.
- b. Represent CSS at community events.
- c. Maintain an understanding of the services they provide.
- d. Actively seek to identify new resources.
- e. Work with program directors to determine program needs and identify resources accordingly.
- f. Act as a liaison between program directors, program managers, case managers and community resources, providing a warm handoff.

**3. Fiscal Management:**

- a. Collaborate with chief program office and program directors to leverage grant dollars to pay for training. Operate within approved budget.

**4. Client advocate:**

- a. Act as an advocate on behalf of population served and/or individual clients, when necessary.

**5. Policies, Procedures, and other Regulations:**

- a. Monitor and comply with all agency, municipal, state, and federal regulations regarding program operations and/or funding requirements/restrictions. Draft/implement/enforce appropriate program policies and procedures.

**6. Inter/intra agency relations:**

- a. Attend agency directors' meetings, and other meetings/events as required. Network with other providers and attend community meetings on behalf of the agency as needed/directed.

**7. Other duties as Assigned**

**Physical Requirements:** Must be able to lift up to 25 pounds.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date: \_\_\_\_\_