

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

PUBLIC AID STAFF DEVELOPMENT SPECIALIST SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>
PUBLIC AID STAFF DEVELOPMENT SPECIALIST I	36071
PUBLIC AID STAFF DEVELOPMENT SPECIALIST II	36072
PUBLIC AID STAFF DEVELOPMENT SPECIALIST III	36073

Effective: 2-22-94

SERIES DISCUSSION:

Positions which are to be classified into this series will be those which plan, administer and evaluate a training program designed for improvement of employees' job operational skills, managerial skills, orientation of new employees and retraining employees in new procedures and methods, policies and programs.

Excluded from this series are those teaching positions which are required to have a teaching certificate or an educational supervisory certificate. The position responsible for the development, promotion, operation and administration of statewide staff development and orientation programs is properly allocated to the Senior Public Service Administrator class.

PUBLIC AID STAFF DEVELOPMENT SPECIALIST I

POSITION CODE: 36071

DISTINGUISHING FEATURES OF WORK:

Under general supervision, presents orientation or training program for field staff at training centers or workshops; follows training program as designed by higher level specialist; assists in planning workshops and presentations.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Presents instructional program or courses to agency's staff concerning the policies, procedures and regulations of the agency, casework skills and caseload management, staff development procedures, management skills and communication skills.
2. Follows teaching outlines for particular course of study; provides visual aids, guidelines, text materials and gives examinations.
3. Maintains attendance records and reports; prepares records on employee's progress and abilities; submits individual summaries and evaluation reports.
4. Studies and reviews informational materials concerning new training and techniques.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to four years of college in public or business administration or in one of the behavioral sciences.

Requires two years of professional experience in staff development or employee training, social service or related field.

Knowledges, Skills and Abilities

Requires extensive knowledge of classroom presentation, teaching methods and techniques.

Requires working knowledge of the practices and procedures in social service work and the agency.

Requires working knowledge of the social and economic problems of the community, individual health and educational needs.

Requires ability to present ideas and concepts in a clear concise manner.

Requires ability to follow an organized outlined training program.

Requires ability to speak effectively before groups.

Requires ability to review, analyze, revise and compose agency's instructions, procedures, and to interpret the materials.

PUBLIC AID STAFF DEVELOPMENT SPECIALIST II

POSITION CODE: 36072

DISTINGUISHING FEATURES OF WORK:

Under direction, performs experienced and specialized instruction at training centers or scheduled workshops in specialized areas of training; designs and adapts training programs to meet specific needs and situations; conducts orientation sessions for new employees.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Teaches specialized instructions to agency's staff regarding policy, procedures, and methods of the agency, management skills and communication skills.
2. Instructs professional and technical staff on caseload management, interviewing and counseling skills, social and economic characteristics of clientele.
3. Prepares teaching outlines for particular course of study; utilizes visual aids, guidelines, text materials and prepares quizzes and examinations.
4. Maintains attendance records and reports; evaluates and prepares records and reports on employee's progress and abilities; and submits individual summaries and evaluation reports.
5. Studies and reviews informational materials concerning new training methods and techniques; implements and adapts new methods to training presentations.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to four years of college in business or public administration or in one of the behavioral sciences.

Requires three years of professional experience in staff development or employee training, social service or related field.

Knowledges, Skills and Abilities

Requires thorough knowledge of current methods and techniques in training.

Requires extensive knowledge of the practices and procedures in social service work.

PUBLIC AID STAFF DEVELOPMENT SPECIALIST II (Continued)

Requires extensive knowledge of research and statistics principles and practices.

Requires extensive knowledge of management practices, organizational theories and organizational behavior.

Requires working knowledge of the methods and principles of professional disciplines.

Requires ability to plan, organize, coordinate, evaluate in-service training programs.

Requires ability to develop and promote the interest and cooperation of educational institution and agency administrators.

Requires ability to prepare statistical and progress reports.

PUBLIC AID STAFF DEVELOPMENT SPECIALIST III

POSITION CODE: 36073

DISTINGUISHING FEATURES OF WORK:

Under general direction, responsibilities will be held for the training, evaluation of quality and quantity of work, and separation from training of caseworkers; develops training sets to treat with active cases; performs normal administrative duties in operation of a Public Aid Training District Office in this dual mode of training and casework.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Analyzes groups of active cases; develops training packages by class of cases or by particular case; provides on the job training.
2. Supervises and trains caseworkers treating with cases and clients; analyzes problems particular to cases; develops criteria for effecting decisions.
3. Evaluates policy circulars (state and federal), departmental procedures, work experiences in a process of developing methods and strategies for casework; develops formal training sets to delineate policies, procedures and methods of and as applicable to casework.
4. Evaluates individual performances in the categories of assimilation of training elements, application of learned policies, procedures and methods; quality and quantity of held cases; determines performances of individual caseworkers and continues or terminates program participation.
5. Meets with district office managers, supervising caseworkers to gather experiences, alternatives to problem resolution, current casework methods for usage in the Active Case Training Program; reviews current materials concerned with training techniques; prepares informal disseminations for usages.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to four years of college, supplemented by one year of graduate study in the behavioral sciences or in business or public administration.

Requires three years of professional experience in staff development or employee training, social service or related field.

PUBLIC AID STAFF DEVELOPMENT SPECIALIST III (Continued)

Knowledges, Skills and Abilities

Requires a thorough knowledge of teaching methods and techniques.

Requires an extensive knowledge of methods, practices and procedures in social service work.

Requires an extensive knowledge of supervisory modes and evaluations of individual performances as fulfilling quality and quantity criteria.

Requires a thorough knowledge of casework problems and the methods of developing alternative solutions.

Requires an extensive knowledge of Department of Public Aid policies and procedures.

Requires the ability to present ideas and concepts in a clear, concise manner.

Requires the ability to organize a training program in short time frames.

Requires the ability to speak fluently, effectively, and meaningfully to groups.

Requires the ability to allocate staff to casework and to supervise performances by usage of work norms.