**Job Title: Training and Operations Support Coordinator**

**Reports to: HFI Executive Director**

Education: Master’s degree in Social Science (Psychology, Social Work, Criminal Justice or closely related field), licensure preferred; or a combination of education and experience indicative of the ability to accomplish program goals.

**Job duties:**

 Serve as resource to local programs in all aspects of program management and development.

 Assist key stakeholders in program implementation.

 Train local team leaders as needed on all aspects of program management.

 Provide semi-annual training opportunities for local program personnel.

 Assist local programs in developing effective procedures and reports.

**Skills and knowledge required:**

**An in-depth knowledge of:**

 The adult and juvenile criminal justice systems.

 Law enforcement procedures.

 School administration.

 Statutes and regulations relevant to program operation.

 Child protection services policies and procedures.

 Ethical Standards and Confidentiality.

 Family systems theory and assessment.

**Demonstrated ability to:**

 Develop program policies and procedures.

 Develop training programs for skill sets required for successful job performance.

Successfully manage and motivate staff.

 Maintain and adhere to a program budget.

 Effectively liaison among various professionals; attorneys, law enforcement, social service providers and educators.

**Training and Operational Support Coordinator**

Benchmarks

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| **Frequency** | **Activity** | **Description** |
| Daily | Consultation | Available by telephone or email as needed for problem solving; operational support; resource development; case consultation |
| Monthly | Virtual Staff Meeting | Video conference call includes all locations; agenda items include current issues; personnel and procedural changes; developing trends in program management and program development. |
| Quarterly | Site visit | 1-day on site visit for program evaluation; training new staff; developing local resources; improving program management. |
| Semi-annually | Training | Conference for all staff; skilled professionals train on topics relevant to developing effective programs: for example, data management; interviewing skills; family dynamics. |
| Annually | Consultation | Available as requested for assistance in budget preparation; development of local funding resources; program evaluation; preparing activity reports; staff development. |