



REGISTRY TRAINING & OUTREACH COORDINATOR

Reports To: Registry Supervisor
FLSA Status: Non-Exempt
Updated: 6/19
Salary Range: \$50,000 - \$70,000

SUMMARY

Under supervision of the Registry Supervisor, and as a member of a team, this position performs training of individual providers, recruitment, and community outreach.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are intended to describe the general nature and level of work being performed by an individual assigned to this job. Other duties may be assigned.

- Facilitates Registry training classes
- Interviews and screens Registry applicants
- Develops outreach and recruitment plans as necessary
- Networks with professional and community groups/organizations
- Generates and maintains Registry reports, files, and training records
- Creates letters, pamphlets, handouts and social media content
- Provides phone customer service support
- Uses specialized computer applications to enter and retrieve information, process eligibility determinations, issue notices, prepare correspondence, prioritize work, or perform other relevant tasks

SUPERVISORY RESPONSIBILITIES

This position has no direct supervisory responsibilities.

INTERACTION

This position continuously interacts with the Registry department, other Public Authority staff, County IHSS staff, Registry applicants, providers, consumers, the public, and various collaborative agencies.

EDUCATION and/or EXPERIENCE

Bachelor's Degree in Education, Social Work, Human Resources, Nursing, or in a field providing the requisite education to fulfill the essential duties and responsibilities of this position is required. In addition, a minimum of one (1) year experience conducting training, or as a social worker where the responsibilities routinely included presenting in front of small or large groups. An equivalent combination of education and experience that provides the required knowledge, skills, and abilities for the position may also be considered.

KNOWLEDGE, SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to exercise tact, objectivity, sensitivity, strategy and judgment in dealing with a variety of populations in a variety of situations
- Ability to develop, organize, and conduct presentations before large and small groups
- Proficient use of Windows operating systems and MS Office Suite programs including Outlook, Word, Excel, and PowerPoint.
- Ability to communicate fluently in English is required. Ability to communicate fluently in Spanish or other second language is desirable
- Ability to create lesson plans or develop lesson plans from established training curriculum.
- Ability to establish and maintain effective and coordinated working relationships with individuals, groups and community agencies
- Knowledge of state and federal laws applicable to recruitment and interviewing practices
- General understanding of elderly and disabled home-care needs and issues
- General understanding of community and agency resources supporting services and social functions
- Ability to maintain confidentiality and exercise appropriate judgment
- Attention to detail when updating and accurately maintaining records and documents, reviewing and verifying information, and resolving errors and discrepancies discovered in the course of work

OTHER REQUIREMENTS

Successful completion of Department of Justice criminal background check and a federal debarment and exclusion list review, possession of a valid class C California Driver's License, and ability to provide proof of current automobile insurance. Use of own vehicle may be required. Employee may be required to store and/or transport outreach and/or training materials in vehicle dependent upon work assignments.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, stand for extended periods of time, fine finger manipulation, reach with hands and arms, and stoop. Specific vision abilities include close vision, and ability to adjust focus and view information on a computer screen for long periods of time. Ability to lift and carry up to 40 pounds with or without assistance.

WORK ENVIRONMENT

The work environment characteristics here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment varies between a typical office setting and traveling throughout San Diego County to attend meetings with collaborative agencies, or conduct training, or orientations, and performing individual screenings. The noise level in the work environment is usually moderate.