



PROVIDER SERVICES TRAINING COORDINATOR

Reports To: Provider Services Supervisor
FLSA Status: Non-Exempt
Salary Range: \$53,144 to \$76,710
Temporary Starting Salary: \$28.50 an hour

SUMMARY

Under supervision of the Provider Services Supervisor, and as a member of a team, this position performs various IHSS individual provider training functions, which are complex and detailed in nature.

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 trainings sessions for individual providers in-person, over the phone, and online covering the State of California Electronic Services Portal, electronic timesheets, and other aspects of the IHSS program.
- Handles all Level 2 training requests over the phone
- Trains individual providers on payroll-related matters, interpreting and explaining regulations and requirements
- Explains regulations, requirements, and responsibilities to individual provider, and in some cases, IHSS consumers
- Schedules training appointments
- Uses specialized computer applications to enter and retrieve information, communicate the information to individual providers, create training materials, prepare reports, prioritize work, or perform other relevant tasks
- Develops, organizes, and maintains various training materials in writing, online, or recorded presentations
- Creates letters, pamphlets, handouts, and PowerPoint presentations from source data provided and updates regularly with current program details
- Responds to phone and email inquiries and follows up as needed
- Maintains supplies, pamphlets, handouts
- Maintains safety at training facilities and sessions by cleaning and disinfecting high touch surfaces after each class
- Trains Public Authority staff on program details and information pertaining to the accurate processing of IHSS payroll
- Travels to various locations to conduct trainings for IHSS individual providers

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

INTERACTION

Continuously interacts with the general public, individual providers, Provider Services Supervisor, Provider Services Manager, Provider Services team members and other Public Authority and County staff as well as regularly interacts with various collaborative agencies.

EDUCATION and/or EXPERIENCE

High School diploma and two (2) years of college level studies preferred. College level courses in education or communications or related fields a plus. In addition, two (2) or more years of work experience is required in a



related field such as trainer, group presenter, or teacher. An Associate of Arts degree with a minimum of twelve (12) semester units of education or communications course work or completion of a college level teaching certification program may be considered in lieu of the required work experience. An equivalent combination of education and experience 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 read, interpret and apply simple to complex instructions, procedures, emails, and other correspondence
- Proficient use of Windows operating systems and MS Office Suite programs including Outlook, Word, Excel, and PowerPoint.
- Ability to effectively communicate fluently in English is required. Ability to communicate fluently in Spanish or other second language is desirable
- Ability to communicate in writing effectively (e.g., correspondence, email, contact notes, etc.)
- Ability to effectively present information in both one-on-one and small group situations to Consumers, Providers, PA staff and IHSS staff
- Ability to develop, organize and conduct trainings and presentations before small and large groups.
- Ability to maintain effective and coordinated working relationships with third party entities
- Thorough knowledge of business English (including spelling, grammar, punctuation, and vocabulary) and ability to write simple to complex correspondence and reports
- Ability to maintain confidentiality and exercise appropriate judgment
- Ability to learn and use unique computer applications
- Ability to always maintain a professional demeanor and appearance, especially when representing the Public Authority to the public.

OTHER REQUIREMENTS

Successful completion of Department of Justice criminal background check and a federal debarment and exclusion list review.

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 20 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 noise level in the work environment is usually moderate. The hybrid work environment varies between an office setting and remote working from home.