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|  | [ ] Current [x] Proposed |
| STATE OF CALIFORNIACalifornia Victim Compensation BoardRev. 09/17 |  |
| **DUTY STATEMENT** |
| EMPLOYEE | RPA NUMBER19-001 |
| VACANT |
| POSITION NUMBER | CLASSIFICATION | WORKING TITLE |
| 040-215-5197-002 | Training Officer I | CalVCB Trainer |
| DIVISION | BRANCH | CBID | WWG |
| Victim Compensation | Resource | R01 | 2 |
| WORK DAYS | WORK HOURS | TENURE | TIME BASE |
| Monday – Friday  | Supervisor Discretion | Permanent | Full-time |
| **CONFLICT OF INTEREST CLASSIFICATION** |
| This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment. |
| Conflict of Interest Classification? [x]  Yes [ ]  No |
| **DEPARTMENT OVERVIEW** |
| The California Victim Compensation Board (CalVCB) is a state program dedicated to providing reimbursement for many crime-related expenses to eligible victims who suffer physical injury or the threat of physical injury as a direct result of a violent crime. CalVCB funding comes from restitution paid by criminal offenders through fines, orders, penalty assessments and federal funds.Our mission is to assure the rights of victims of crime by providing responsive financial compensation through a stable restitution fund. CalVCB is a special funded department under the direction of the Government Operations Agency. |
| **EMPLOYEE ACKNOWLEDGEMENT** |
| I have read and understand the duties of this position and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Office of Civil Rights). |
| EMPLOYEE’S NAME (Print) | EMPLOYEE’S SIGNATURE | DATE |
| Vacant |  |  |
| **SUPERVISOR ACKNOWLEDGEMENT** |
| I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement. |
| SUPERVISOR’S NAME (Print) | SUPERVISOR’S SIGNATURE | DATE |
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| STATE OF CALIFORNIA California Victim Compensation Board**DUTY STATEMENT**(REV. 09/17) **RPA 19-001** |
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| **GENERAL STATEMENT** |
| Under the direction of the Training and Policy Manager (SSM I), the Training Officer I (TO I) serves as a trainer for the California Victim Compensation Board. The TO I provides subject-matter expertise on the learning and development process and performs more responsible, varied, and complex work involving planning, organizing, developing, conducting, and evaluating staff training on CalVCB policies and procedures.  |
| **% OF TIME PERFORMING DUTIES** | **ESSENTIAL FUNCTIONS** |
|  | **This position is designated under the Conflict of Interest Code and is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.**All duties will be performed in accordance with the guidelines and standards of the California Victim Compensation Board (Board) and in compliance with departmental policies and procedures. |
| 35%30%20%15% | **ESSENTIAL FUNCTIONS:**Under the supervision of the SSM I, and working with the training team, the TO I applies contemporary knowledge from the learning & development industry to analyze, design, develop, implement, and evaluate cost-effective procedural-training programs for CalVCB staff, local Victim Witness Assistance Centers and Joint Powers contract staff, other public and private agencies, and organizations serving crime victims. The TO I researches policy and procedure issues affecting training and performs the following duties: Delivers learning solutions in a manner that engages the learner and produces desired outcomes; manages and responds to learner needs; ensures that learning is facilitated through effective platforms and delivered in a timely and effective manner. Uses an integrated Learning Management System (LMS) to administer, document, track, report, and manage classroom-based and eLearning courses.Developsinstructional outlines, modules, job aides, and other materials to facilitate procedural training on CalVCB policies and procedures, and processing victims’ claims through in the California Compensation and Restitution System (Cares2). Creates user guides, handouts, tutorials and other reference materials for the CalVCB Online Manual (OLM). Identifies and implements the most appropriate training methods, techniques, and activities that include lecture, conference, demonstration, simulation, experiential activities, role-play, case study, eLearning, and blended learning. Devises training products and presentations that incorporate synchronous and asynchronous eLearning environments such as Web-based conferencing and self-guided, interactive multimedia.Conducts training needs assessments based on information obtained through direct observation, surveys, consultation, focus groups, work samples, audits and data reports. Uses results from training needs assessments to identify knowledge or performance gaps, design instructional solutions to improve performance issues, and deliver courses aligned with business goals and desired outcomes. Creates learning solutions to meet organizational needs; analyzes and selects the most appropriate strategy, methodologies, and technologies to maximize the learning experience and impact. Routinely consults policy analysts to identify policy and procedure changes affecting training content; collaborates with other trainers and applies adult learning theory to design performance-based curriculum, programs, and content. Assists in the development of an annual training calendar based on training needs assessments; identifies resources and logistics requirements; and coordinates training for CalVCB headquarters staff, its County Liaison and Support Section (CLASS), and Joint Powers contract staff. Travels throughout the state, when necessary, to train Joint Powers staff on policy and procedures that govern the claims process. Gathers, organizes, and analyzes information regarding the impact of learning solutions against key business drivers; assists in the development of a weekly report to the training manager concerning training projects, progress, and outcomes. Collaborates on the development of an annual Training Evaluation Report containing quantitative and qualitative data obtained from course learning assessments and learning evaluations. Uses learning metrics and audit findings to inform organizational decision-making on the implementation of new or modified training topics, content, delivery and strategy. Performs additional administrative assignments as required.  |
| **DESIRABLE QUALIFICATIONS** |
| * Ability to design and deliver training on a variety of complex subjects.
* Experience training groups of people of varied skill sets and backgrounds.
* Proficiency with the following software programs: Microsoft Word, Excel, Outlook, PowerPoint, Articulate and Blackboard Learning Management System/Collaborate web conferencing.
* Ability to demonstrate diplomacy and professionalism when dealing with groups of people.
* Strong written and verbal communication skills.
* Ability to apply and interpret policies, regulations and laws to training content/programs.
* Ability to take and follow verbal or written direction from supervisors/managers.
* General knowledge of the formal and informal aspects of the legislative process in order to analyze proposed legislation impacting the department.
* General knowledge of the CalVCB program and its mission, goals and policies to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit and/or division, and provides results.
* General knowledge of governmental functions and organization at the State and local level to maintain and foster a good working relationship with our clients.
* Ability to problem-solve and use critical and creative thinking to effectively perform work as part of a team or individually.
* Commitment to personal accountability at all levels of work and interactions.
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| **PERSONAL CHARACTERISTICS and EXPECTATIONS** |
| * Demonstrated ability to act independently and as a member of a team with open-mindedness, flexibility, and tact.
* Ability to effectively handle stress and deadlines in a fast-paced work environment.
* Ability to problem-solve and use critical and creative thinking to effectively perform work.
* Display good interaction skills and the ability to deal professionally, congenially and in a personable manner with the public, other governmental entities, and staff at all levels.
* Communicate successfully in a diverse community as well as with individuals from varied backgrounds.
* Understand, follow and enforce all safety rules and procedures.
* Be supportive of management and coworkers.
* Maintain the confidence and cooperation of others.
* Ensure deadlines are met.
* Manage multiple & changing priorities.
* Maintain acceptable, consistent, and regular attendance.
* Develop and maintain knowledge and skill related to the job.
* Complete assignments in a timely and efficient manner.

**SPECIAL PERSONAL CHARACTERISTICS:*** Demonstrated the ability to act independently, be open-minded, flexible and tactful.
* Ability to effectively handle stress and deadlines in a fast-paced work environment.
* Ability to handle multiple responsibilities.
* Strong customer service skills with a friendly “can do” attitude.

**INTERPERSONAL SKILLS:*** Display ability to deal tactfully, congenially and in a personable manner with a diverse community of customers and staff.
* Interact with others in a way that fosters confidence and respect, and demonstrates ability to use tact and good judgement.
* Capacity to express thoughts, feelings, and ideas in a clear, concise, and compelling manner in both individual and group situations; actively listen to others.
* Adjust communication style to capture attention of the audience; develop and deploy targeted communication strategies that inform and cultivate support.
* Communicate in a manner that fosters a team-oriented, inclusive environment; demonstrate openness to new people, thoughts, and approaches; adjust effectively to work with new work structures, processes, requirements, and cultures.
* Be supportive of co-workers and promote their personal growth.
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| **PHYSICAL ABILITIES** |
| * Typical work requires prolonged sitting using a computer and telephone.
* Common eye, hand, and finger dexterity is required for most essential functions.
* Grasping and making repetitive hand movements in the performance of daily duties.
* Some carrying/moving of objects up to thirty pounds.
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