

**CLASS TITLE: CHIEF OF STAFF DEVELOPMENT
TRAINING AND CONTINUOUS
QUALITY IMPROVEMENT**

**Class Code: 02734600
Pay Grade: 35A
EO: B**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for planning, directing and implementing a program of staff development, training and continuous quality improvement; to coordinate and oversee the department's community relations activities; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of a superior with considerable latitude for the exercise of initiative and independent judgement; work is subject to review through conferences and written reports for proficiency and conformance to departmental policies and procedures, goals and objectives and rules and regulations.

SUPERVISION EXERCISED: Plans, supervises and reviews the work of a professional, technical and clerical staff; provides direction and consultative assistance to staff involved with performance improvement activities.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for planning, directing, and implementing a program of staff development, training and continuous quality improvement for all levels of staff.

To coordinate and oversee the department's community relations activities.

To provide technical assistance to operating officials, supervisors and staff in identifying training needs, planning content of training programs, utilizing training procedures and techniques, developing training material and evaluating the results of training.

To work closely with local specialized schools, colleges and industry in developing educational and training programs for staff.

To develop and coordinate In-Service Training Programs as necessary.

To coordinate and oversee the department wide Performance Improvement Program which meets or exceeds the requirements of related accreditation standards.

To coordinate and oversee the implementation of the departmental wide performance improvement plan.

To provide direction, consultation and just-in-time training to Continuous Quality Improvement (COI) Teams and their facilitators in the use of CQI tools and techniques and data collection and analysis.

To assess the effectiveness of the department wide Performance Improvement Program through the use of staff and customer satisfaction surveys, outcome measures, benchmarking and whenever possible, through comparison to other like agencies or appropriate reference data bases.

To assure the collection, analysis, publication and use of aggregate data in the development and implementation of department-wide training and education goals and objectives.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the methods, procedures and techniques of directing a staff development and training program for an administrative, professional, technical and clerical staff in a department providing services for children, adolescents and their families; a thorough knowledge of the principles, concepts and practices of continuous improvement programs and the ability to apply this knowledge on a department wide basis; a thorough knowledge of department

organization and operations and the ability to work with and consult with the department's administrative, professional and technical staff; the ability to identify training needs and to develop programs in response to those needs; the ability to write proposals, generate reports and write plans of corrections; the ability to communicate and work effectively with all department staff; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of a Master's Degree in Psychology, Social Work, Education, Administration, Business or related field; and

Experience: Such as may have been gained through: employment in a responsible administrative capacity in staff development training or a continuous quality improvement program.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: June 7, 1998

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