



**Position title:** Staffing and Training Manager

**Grade:** E09

**Reports to:** Human Resources Director

**AGENCY MISSION:** To empower children and families in Madison County, Illinois to develop positive skills to meet life's challenges.

This position is responsible for managing the full cycle of employee recruitment including collaborating with hiring Supervisors and Human Resources Director, screening resumes/applications, interviewing candidates, making selection recommendations, internal application processes and delivering offers of employment. The Staffing and Training Manager will utilize traditional and non-traditional resources to identify and attract quality candidates while collaborating with hiring Supervisors and the Human Resources Director regarding interview results, hiring decisions, job offers and dates of hire. This position will strive to fill vacant positions three to four weeks from the date the position becomes vacant. This position will collaborate with Supervisors in the creation, revision and transformation of all job descriptions into the competency-based model. The Staffing and Training Manager will also manage applicant tracking, metrics of candidates, the recruiting process and maintain the annual Affirmative Action Plan. This position is also responsible for ensuring compliance with all federal/state employment laws, Head Start performance standards, Illinois State Board of Education and Illinois Dept. of Children & Family Services regulations.

The Staffing and Training Manager will develop and implement training strategies to include overall planning, organization, delivery and tracking of all required trainings, learning programs and solutions that align with the Agency's initiatives and mission. Duties will include analyzing Agency issues/trends to design and implement solutions to address Agency wide and individual development needs. This position will monitor and, when necessary, revise the design and content of training curriculums and methods to improve effectiveness and ensure that staff are completing required trainings by established deadlines. The Staffing and Training Manager will direct training activities, development annual training calendar, track all training and development programs against budget and learning objectives. This position will be responsible to ensure that training plans map back to the Agency's strategic plan goals and mission. The Staffing and Training Manager will monitor ongoing continuing education and credentialing requirements to include INCRRRA, ISBE, Head Start, DCFS, etc. This position will also oversee the orientation and onboarding process for new hires.

**SKILL BASED COMPETENCIES AND PERFORMANCE OUTCOMES:**

- **Hiring and Staffing:** Hires the best people available internally or externally assembling talented staff.

- **Sizing up People:** Good judge of talent and can accurately project what people are likely to do across a variety of situations.
- **Negotiating:** Negotiates skillfully both internally and externally settling differences with minimum noise. Diplomatic in winning concessions without damaging relationships. Has a good sense of timing.
- **Customer Focus:** Dedicated to meeting the expectations and requirements of internal and external customers. Uses information for improvements acting with customers in mind. Establishes and maintains effective relationships with customers gaining their trust and respect.
- **Informing:** Provides timely information people need to know to do their jobs and to feel good about being a member of the team. Makes accurate decisions.
- **Listening:** Practices attentive and active listening, hears people out and is able to accurately restate the opinions of others even when they disagree.
- **Approachability:** Easy to talk to putting others at ease. Is warm, pleasant and gracious. Sensitive to and patient with the anxieties of others. Good listener who builds rapport well.
- **Compassion:** Genuinely cares about people and is concerned about their work and non-work problems. Always available, ready to help and is sympathetic to the plight of others not as fortunate. Demonstrates empathy with the joys and pains of others.
- **Managing Diversity:** Deals effectively with all races, nationalities, cultures, disabilities, ages, sexes, etc. Hires variety and diversity without regard to class and supports the equal, fair treatment and opportunity for all.
- **Planning:** Accurately projects the length and difficulty of tasks and projects effectively setting objectives and goals. Anticipates and adjusts for set-backs and roadblocks. Measures performance against goals and evaluates the results.
- **Organizing:** Manages resources (people, funding, materials, etc.) to get things done orchestrating multiple activities at once to accomplish a goal. Uses resources effectively and efficiently arranging information in a useful manner.
- **Presentation Skills:** Effective in a variety of presentation settings (one-on-one, small groups, large groups, peers, supervisors, etc.) both inside and outside of the organization on a variety of topics. Commands attention changing tactics midstream when something isn't working.

## FUNCTIONAL COMPETENCIES

- (Perseverance, Creativity, Interpersonal Savvy, Written Communications, Action Oriented, Problem Solving, Drive for Results, Learning on the Fly, Process Management, Strategic Agility)
- Pursues all tasks with energy, drive and a need to finish, seldomly giving up before finishing especially in the face of resistance or setbacks,

- Creates new, unique and original ideas bringing an added value to brainstorming settings.
- Relates well to all kinds of people inside and outside of the Agency building rapport and constructive and effective relationships using diplomacy and tact comfortably.
- Able to write clear and succinct communications getting the message across with the desired effect.
- Works hard and is action oriented even when met with a challenge, seizing opportunities.
- Uses logic and methods to solve difficult problems with effective solutions probing resources for answers and using honest analysis by looking beyond the obvious and not stopping at first answers.
- Will exceed compliance goals to achieve excellence.
- Quick learner who is open to change analyzing successes and failures for clues for improvement. Willing to experiment to find solutions enjoying the challenge of unfamiliar tasks.
- Figures out the processes necessary to get things done organizing people and activities establishing efficient work flows. Simplifies processes and gets more out of fewer resources.
- Anticipates future trends and envisions possibilities and likelihoods in creating strategies and plans.

**EDUCATION AND/OR EXPERIENCE:**

Bachelor’s degree in Human Resources, Social Services or Early Childhood Education required. Three years of equivalent training and experience in talent requisition and employee development preferred.

**WORKING CONDITIONS:**

Work is performed in a setting with moderate safety issues. Travel to outside meetings, trainings, conferences, home visits, Agency sites, etc. This position requires sitting, standing, bending and moderate lifting.

**ACKNOWLEDGEMENT:**

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their direct Supervisor. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability.

**To apply for this position or obtain more information**, please contact the Human Resources department at (618)463-8700 or 8701 or e-mail Lori Bostick at [Lbostick@riverbendfamilies.org](mailto:Lbostick@riverbendfamilies.org).