

NATIONAL COUNCIL OF JUVENILE AND FAMILY COURT JUDGES POSITION DESCRIPTION

TECHNICAL ASSISTANCE AND TRAINING COORDINATOR

Job Data	Pay Grade: PRO1 FLSA Status: Exempt Reports To: Senior Program Manager Date: June 7, 2022
Job Summary	<p>The Technical Assistance and Training Coordinator is responsible for coordinating and providing technical assistance and training requests for programmatic projects and building relationships with project consumers, partners, including federal partners, and staff to enhance the NCJFCJ’s overall provision of technical assistance and training. This position requires the ability to build and maintain relationships, strong written and verbal communication skills, excellent time management and organizational skills, and the ability to work both independently and as part of a team, while also managing a broad range of project activities and deliverables. The Technical Assistance and Training Coordinator will work closely with project teams, leadership teams, and partners and will serve as the main point of contact for technical assistance and training requests from consumers, partners, and staff.</p>
<p><i>In the performance of their respective tasks and duties, <u>all team members</u> are expected to practice and apply the following principles:</i></p> <ul style="list-style-type: none"> • Grasp broad overview of NCJFCJ and develop working knowledge of its programs and services • Follow organizational and departmental policies, procedures, protocols, and systems • Perform quality work, with or without direct supervision • Interact professionally and respectfully with all staff, members of the organization, public and private officials, faculty, partners, suppliers, local communities, and the general public • Work collaboratively and effectively with all members of the organization, whether as a team player, team leader, or individual contributor • Work independently while understanding the necessity for communicating and coordinating work efforts with managers, staff, and other organizations • Meet professional and work obligations through efficient work habits by meeting deadlines, honoring schedules, and coordinating resources in an effective and timely manner • Be self-motivated and highly responsive to individuals, staff, members, and the organization • Demonstrate independent decision-making, problem-solving, creative thinking, and analytical skills • Approach work with a positive attitude, sense of humor, and energy • Willingness to continuously learn and be flexible • Use discretion in managing sensitive, proprietary, or confidential information • Be responsible stewards of the organization’s resources 	
<p>The following generally describes the essential functions, minimum education, experience, knowledge, skills, and abilities required to enter the job and to perform the responsibilities and duties of this position.</p>	
Essential Functions Required	<p>Essential functions and responsibilities may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Coordinate technical assistance and training requests for programmatic projects, including basic information requests about services, websites, and related resources, referral and collaboration requests, and resource development and sharing requests • Provide oversight of project technical assistance and training activities and deliverables and innovatively addressing problematic patterns such as overlapping and competing project requests • Build a substantial knowledge base around the NCJFCJ’s technical assistance and training projects that focus on domestic and family violence issues

**JOB DESCRIPTION
POLICY ANALYST, SENIOR**

	<ul style="list-style-type: none"> • Implement technical assistance and training principles among programmatic projects, consumers, and partners • Develop content expertise on issues common across all projects, including domestic and family violence, trauma, children exposed to violence, civil protection orders, judicial education, coordinated community responses, etc. • Demonstrate effective utilization of project resources and an understanding of technical assistance and training projects’ needs, including educating consumers, partners, and staff about the technical assistance and training options among NCJFCJ projects and ways in which projects can continue to improve the technical assistance and training experience for consumers, partners, and staff • Develop and maintain content for NCJFCJ project websites • Develop virtual and in-person technical assistance and training materials and resources • Coordinate, implement, and execute virtual and in-person technical assistance and training orientations, meetings, conferences, workshops, and roundtables • Provide virtual and on-site technical assistance and training that model technical assistance and training principles • Lead and conduct virtual and in-person technical assistance and training peer-learning opportunities • Build and maintain relationships with project consumers, partners, and staff that enhance the NCJFCJ’s technical assistance and training activities • Maintain technical assistance and training tracking spreadsheets and program files, including electronic and hard files • Coordinate the development and production of project newsletters, including identifying topics, developing timelines, and writing articles • Coordinate and facilitate technical assistance and training meetings to enhance collaboration and coordination among project teams and staff, consumers, and partners • Draft reports, in whole or in part, in accordance with federal and internal grant compliance guidelines, policies, and practices • Represent NCJFCJ technical assistance and training projects at relevant stakeholder meetings, conferences, workshops, roundtables, and listening sessions • Contribute to project planning meetings, conferences, and proposals • Work closely with project leadership teams on project development, implementation, and closeout of technical assistance and training activities • Other duties as assigned*
<p><i>Education and Work Experience</i></p>	<ul style="list-style-type: none"> • Bachelors’ Degree • Three years of experience in a project coordinator position, developing and providing technical assistance and training, and/or at a non-profit • Equivalent combination of training, education, and experience in a relevant field • Knowledge of the dynamics of domestic violence, dating violence, stalking, and/or sexual assault preferred, but not required
<p><i>Knowledge, Skills, and Abilities (“KSAs”)</i></p>	<ul style="list-style-type: none"> • Knowledgeable in issues relating to domestic and family violence, child welfare, juvenile justice, or juvenile/family law • Demonstrated ability to quickly synthesize complex information • Public speaking and presentation skills • Knowledgeable in virtual training and meeting technology • Ability to exercise a high level of independent decision-making and judgement

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POLICY ANALYST, SENIOR**

	<ul style="list-style-type: none"> • Strong PC-based computer skills and proficiency utilizing various software such as Microsoft Office 2016 (Word, Access, Excel, PowerPoint), Adobe Professional, and database systems • Knowledge of Adobe Connect, Zoom, and Google Hangouts preferred • Ability to manage electronic and hard files and maintain records in accordance with federal and internal grant compliance guidelines, policies, and practices • Ability to multi-task, coordinate and prioritize competing deadlines, including maintaining multiple calendars and utilizing time management and organizational and logistical planning skills • Flexibility, including the ability to adapt to dynamic environments and to work with diverse populations and personalities, while also exhibiting a comfort level with ambiguity and complexity • Excellent, effective communication skills, both verbally and in writing, with an emphasis on grammar, spelling, and syntax and presentation/facilitation skills • Open to continuous learning and professional improvement, including providing and receiving constructive feedback • Ability to work independently with minimal supervision and to work well as part of a team of diverse, experienced, and dedicated professionals and experts • Demonstrate superior analytical and problem-solving skills • Motivated and committed to advancing programmatic and NCJFCJ goals and objectives
<p>Physical Demands</p>	<ul style="list-style-type: none"> • Extended periods of sitting • Extended use of desktop/laptop computer and peripheral equipment • Read and analyze fine print for extended periods • Occasional stooping, standing, carrying • Occasional lifting up to 50 lbs. (with assistance) <p>The physical demands of this position are representative of those that must be met in order to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>
<p>Work Environment</p>	<ul style="list-style-type: none"> • Fast-paced, high-pressure, professional office environment • Evening, weekend, holiday, and overtime work may be required • Frequent travel, locally and nationally, is required

**The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties, and skills required of employees so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of the National Council of Juvenile and Family Court Judges. Furthermore, they do not establish a contract or implied contract for employment.*