

CWDS Staff and Service Provider Engagement

*During your active role as a Service Provider, you may find yourself in communication with and/or working in partnership with the following CWDS staff:

Workforce Management & Development Staff

WMD Staff	Role Description
Workforce Development Manager	The Workforce Development Manager sets standards and expectations for service providers, oversees service provider recruitment and development, rate assignment, training certification, as well as service provider management and evaluation.
Facilitator Supervisor	The Facilitator Supervisor ensures compliance of standards and expectations; provides support for service providers after onboarding to include: management and recruitment, as well as developmental support to service providers via coaching and evaluations.
Facilitator Coordinator	The Facilitator Coordinator recruits and assists applicants through the service provider onboarding and orientation process. The Coordinator also provides coaching for service providers seeking growth and training opportunities.
Curriculum Coordinator	The Curriculum Coordinator manages all CDSS and proprietary curricula, and ensures service providers have access to updated curriculum materials.

Program Assistant	The WMD Program Assistant supports all applicants in the application and observation phase of onboarding. The program assistance also manages all updates to service providers records.
Remediation Coordinator	The Remediation Coordinator remediates all curriculum materials and provides tools and resources to ensure institutional compliance with laws, regulations, and established technical standards related to accessible information and technology.

Operations Staff

OPERATIONS STAFF	Role Description
Training Manager & Coordinators	The Training Manager & Coordinators assign dates and locations of training events, send out recruitments for upcoming events, and schedule service providers for events. CWDS provides Common Core, Supervisor Core, Manager Core and advanced training and Simulation in 7 different counties (San Diego, Riverside, San Bernardino, Imperial, LA, Ventura, and Orange). Therefore, service providers may receive requests to provide services or facilitate a training delivery in any of these counties. All Service Providers are expected to respond to scheduling requests and requests from coordinators within 48 hours.
Training Operations Assistants (TOA's)	TOAs are present in the classroom for most CWDS in-person and virtual training events. They provide technical assistants to trainers and manage the training day to include:

	<ul style="list-style-type: none"> ❖ technology and digital training materials ❖ Provide support with audio/visual equipment at training venues ❖ Instruct learners on CACWT login and in-person sign-in sheets ❖ Monitor attendance ❖ Set up snack and beverage station for in-person events ❖ Communicates with IT/LMS support team during event to address any technology issues <p>TOAs are responsible for reporting time management issues that have the potential to impact learning, to include but not limited to, facilitators arriving late or leaving early, learners arriving late or taking extended breaks, or technical issues that result in class being delayed or canceled.</p>
Training Hosts	Training Hosts are not full time CWDS staff and cover training events on a per diem basis. They assist with in-person and virtual training.

County Consultants & Special Project Leads

County Consultants and Special Project Leads	County Consultants and Special Project Leads are responsible for planning future training for specific county agencies and may contact service providers for facilitation or curriculum development needs based on the service provider's area of expertise.
--	--