



## Academy 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 Academy staff.

### Workforce Management & Development Staff

WMD Staff	Role Description
Learning & Development Operations Manager	The Learning & Development Operations Manager sets standards and expectations for service providers and curriculum management, oversees the development of training resources, evaluates systems and workflows for efficiency, provides support for internal and external recruitments, and oversees the coaching and evaluation of service providers.
Development Operations Supervisor	The Development Operations Supervisor leads the evaluation and rate assessment process for service providers, manages trainer requirements and the assignment of Facilitator Awards, reconciles service provider's timesheets and invoices, and provides coaching to support service provider's development and the needs of the organization.
Curriculum Supervisor	The Curriculum Supervisor is responsible for oversight of curriculum management, to include: inventory, RANE processing, resource development, and internal staff training. The Curriculum Supervisor works in partnership with Academy Programs to support the development of Curriculum and to ensure Remediation and Accessibility requirements are being met.
Development Operations Coordinator	The Development Operations Coordinator recruits and assists applicants through the service provider onboarding and orientation process. The Development Operations Coordinator also supports internal recruitment for training opportunities, service provider evaluations and rate assessments, and publishes the "The More You Know Newsletter".

Curriculum Coordinator	The Curriculum Coordinator is responsible for the management of curriculum to include inventory management, Q/A of curriculum materials, CDSS training requirements, CDSS revisions and updates, RANE submissions, and subpoena requests.
Curriculum Development Specialist	The Curriculum Development Specialist is responsible for training Academy Staff and service providers on current remediation and accessibility requirements, for the development of resources and training tools, Q/A of the remediation process, and ongoing assessment of organizational needs to ensure compliance with laws, regulations, and established technical standards.
Technology Administrative Coordinator	The Technology Administrator supports all applicants in the application and observation phase of onboarding, manages all updates to service providers records and corresponding folders, manages data entry into Access PlanIt, and supports recruitment needs.

## CWDS Operations Staff

Operations Staff	Role Description
Training Manager & Coordinators	<p>The Training Manager &amp; 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).</p> <p>Therefore, service providers may receive requests to provide services or facilitate a training delivery in any of these counties.</p> <p><b>All Service Providers are expected to respond to scheduling requests and requests from coordinators within 48 hours.</b></p>
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:



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	<ul style="list-style-type: none"><li>❖ technology and digital training materials</li><li>❖ Provide support with audio/visual equipment at training venues</li><li>❖ Instruct learners on CACWT login and in-person sign-in sheets</li><li>❖ Monitor attendance</li><li>❖ Set up snack and beverage station for in-person events</li><li>❖ Communicates with IT/LMS support team during event to address any technology issues <b>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.</b></li></ul>
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.
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