

Support Professional Training Lead – Student Services Division

Position Details

Class Code: 4253

Job Family: Paraprofessional/Aides/Assistants

Classification: Support Professional

Terms of Employment: [Pay Grade 59 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under administrative direction, plans, manages, coordinates, and conducts training program activities using a variety of training methods and instructional materials, equipment, and techniques to ensure quality control in the assigned training area.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Provides Crisis Prevention Institute (CPI) training for the Clark County School District (CCSD) including CCSD School Police, transportation services, social workers, school psychologists, and other personnel.
2. Provides required support professional training to meet the needs of the special schools as well as other support professionals seeking advancement opportunities per the negotiated contract and memorandum of agreement.
3. Acts as a trainer of trainers for required support professional training and ensures consistency of delivery of required professional learning (PL), including Crisis Prevention Institute (CPI) through observations, calibration, and feedback activities designed with the Director.

4. Supervises planning and preparation of PL and workshops for individuals and groups, including, but not limited to, securing locations for PL and coordinating with site-designee to ensure site-procedures are followed; managing the creation, enrollment, and completion of classes in the Enterprise Learning Management Systems (ELMS); and processing C5 timesheets for instructors and participants.
5. Ensures all designated PL is commensurate with current CCSD PL standards, meets Nevada Standards for Professional Learning criteria, and aligns to CCSD's strategic imperative.
6. Develops and implements long-range plans, organizes, and delivers high-quality PL with consistency and a high level of customer service for CCSD.
7. Researches, explains and demonstrates principles, methods, and techniques necessary to achieve proficiency in identified training areas.
8. Works with subject matter experts (SMEs), and other CCSD personnel to identify training needs, establish measurable, action-oriented goals, and define best practices.
9. Conducts on-site visits to troubleshoot implementation concerns or questions; involves supervising administrator, when appropriate, to meet the needs of the school or division.
10. Researches federal, state, and local regulations to develop required training; maintains records to ensure compliance.
11. Compiles and maintains computer database to track training program participants and report statistical data; maintains database for completion of designated PL, records certifications in the national CPI database with accuracy and fidelity, reviews support professional transcripts, and works with Human Resources to ensure employee compensation in timely and accurate manner.
12. Develops, writes, and maintains instructor handbooks for associated PL.
13. Conducts in-depth evaluations of training results, including, but not limited to, end-of-course surveys, instructor and participant feedback, and capacity to meet the evolving needs of CCSD.
14. Collaborates with certified instructors quarterly to calibrate, gather trainer feedback, make course corrections, and ensure consistency in the delivery of content.
15. May provide input to the Purchasing Department and vendors regarding the supplies, equipment, and services acquired for support personnel training.
16. Communicates with the CPI vendor to maintain materials, resolve any issues, and maintain certified trainer status.
17. Prepares budget requests and maintains the associated budget based on the proposed scope of work and resource requirements, with the Director.

18. Monitors enrollment and waitlists to ensure CPI offerings are commensurate with the demand of CCSD.
 19. Conforms to safety standards, as prescribed.
 20. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Involves the research, development, implementation, and supervision of training programs, presentations, and materials for support personnel, as well as CPI for CCSD employees. Must possess exemplary customer service skills, flexibility, adaptability, and a high degree of initiative.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of department methods, supplies, and equipment.
2. Knowledge of current technologies in use by CCSD.
3. Knowledge of best practices and methodologies used within Student Services Division.
4. Knowledge and experience in adult learning theory and instructional design.
5. Ability to compile and analyze data from a variety of sources to conduct needs analysis, respond to needs, and establish short and long-term goals and project plans.
6. Ability to research and obtain PL materials.
7. Ability to plan, organize, and deliver PL to individuals and groups.
8. Ability to interpret written and verbal instructions.
9. Ability to plan, organize, and prioritize work.
10. Ability to communicate effectively verbally and in writing.
11. Ability to judge when to act independently and when to refer situations to an administrator.
12. Ability to work cooperatively with employees, students, vendors, and the public.
13. Ability to create and deliver presentations using available and relevant technologies.
14. Ability to present in-person and virtually.
15. Ability to develop, implement, and supervise training procedures, programs, methods, and techniques.
16. Ability to work flexible hours/shifts.
17. Ability to adapt to the needs of CCSD.

18. Ability to recognize and report hazards and apply safe work methods.
 19. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Education Development (GED), foreign equivalency, etc.).
2. Five (5) years of experience managing an employee training program, including one (1) year of demonstrated experience conducting presentations, demonstrations, trainings, etc., or,
Five (5) years of experience as a student support instructor/trainer; or,
Five (5) years of progressively responsible experience, exemplary evaluations, and documented experience in managing the needs of a department including Human Capital Management (HCM), Enterprise Learning Management System (ELMS), Systems Application and Products (SAP), credit cards, budgets, and associated grants, as well as a high level of customer service and association with a variety of internal and external stakeholders.
3. Three (3) years of demonstrated experience proficiently working with computer systems and software (Google, Microsoft Word, Excel, PowerPoint, Access, and/or Publisher, web-based applications, etc.).

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.
4. Current CPI certification from a licensed CPI trainer. If certification is not in possession at the time of application or Qualified Selection Pool (QSP) placement request, it must be obtained within three (3) months of hire into the position. Certification must be maintained for the duration of the assignment. A copy of the CPI certification must be uploaded into the application.

Preferred Qualifications

1. Two (2) years of supervisory experience.
 2. Three (3) years of experience working within the Student Services Division.
 3. Completion of professional training courses and/or seminars related to the position.
 4. Experience in conducting formal training programs.
 5. Experience in developing and delivering virtual training.
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Document(s) Required at Time of Application

1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
 2. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 3. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
 4. Safe driving record.
 5. Copy of current CPI trainer certification, if applicable.
 6. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

Travel to/from CCSD facilities, schools, classrooms, work sites, conference rooms, etc.

Work Environment

Strength

Medium - exert force of 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs. constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, carrying, crawling, stooping, kneeling, crouching, reaching, handling, repetitive fine motor activities, climbing, and balancing, as well as modeling and assisting participants with CPI nonviolent crisis intervention physical restraints. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity,

and color vision. Vision to read printed and online materials, Video Display Terminal (VDT) screens, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting and exposure to weather with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to very loud for occasional to frequent time periods.

Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

CCSD-issued/personal vehicles, computers, hand trucks, computers, multimedia equipment, flip charts, interactive flat panels, overhead projectors, liquid crystal display (LCD) panels, electronic whiteboards, video conferencing equipment, microphones, wireless connectivity devices, telephones, fax machines, laser pointers, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 07/12/24
- Created: 12/14/93