

## Cultural Responsive Trainer & Resources Developer

Site/Program: Irwindale/ California Reducing Disparities Project (CRDP), Stigma and Discrimination Reduction Projects (SDR MHA)

### POSITION SUMMARY:

The Cultural Responsive Trainer & Resource Developer will work with both internal and external resources, providing training and consultation on issues related to mental health and culturally responsive outreach, engagement, and services to increase the capacity of the mental health system by infusing culturally responsive practices throughout a multi-level system of support through the implementation, expansion, and development of tools, resources, and processes. The Trainer/Developer collaborates with corporate and organizational representatives responsible for the purchase and management of mental health benefits and programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Prepares, and implements training curricula in multicultural contexts to enhance the understanding of mental health issues in the workplace as manifested by people from diverse backgrounds.

Develops, implements, and evaluates new and existing training and professional development programs around culturally responsive practices state-wide.

Provides consultation on the development of other curriculum materials, ensuring a consistent, clear message for culturally responsive practices.

Conduct academic literature review and develop resources for the Program.

Provides needs assessment and consultation to agencies to enhance their reach and work with diverse communities.

- Travels to statewide and regional meetings/trainings as needed, which may require (multi)overnight travel arrangements.
- Communicate effectively with a diverse consumer population and promote favorable interaction with managers, co-workers and others.
- Researches and disseminates the effective components of a culturally responsive multi-level system of support for various organizations (e.g., business sectors, social service agencies, etc.).

- Recommends action plans, goals, and program evaluations ensuring the effectiveness of culturally sensitive programs.
- Advises private sector and non-profit social service entities of available resources, tools, professional development opportunities, and supports.
- Collaborates with and facilitates communication with community partners, service providers, stakeholders and professional organizations to work towards coordinating the infusion of a culturally responsive focus in agencies within California.
- Maintains communication with government and subcontractors as required by the program.
- Provides program and administrative support for the implementation of statewide research, development, and training project, including outreach and dissemination of information.
- Works closely with the Statewide Prevention Projects Director to document progress and process and ensure timelines and deliverables are fulfilled.
- Assists with preparation for events, conferences, and presentations, including preparation of materials.
- Plans and organize logistics for program including scheduling and managing agendas and minutes for meetings.
- Maintains proper documentation of program and ensure timely submission of required reports.
- Responsible for reporting to work on time and maintaining reliable attendance in accordance with Pacific Clinics' policy.
- Model Pacific Clinics' approach, mission and core values in all communication and correspondence.
- Perform other duties as assigned.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ORGANIZATIONAL RELATIONSHIPS/INTERACTION:** Initiate and maintain professional interactions and communication with Clinics' employees and/or others. Perform as part of a multidisciplinary team and interacts with all levels of organizational staff and management; outside auditors and/or Agency vendors. Leadership

- Communication – Effectively and consistently communicate contract and compliance directives to staff. Encourage interactive discussions and

maintain an open-door policy. Ensure that all staff within the program are properly educated and informed regarding matters relating to Pacific Clinics, the program, and the division.

- Relationships and Attitude – Model professionalism by maintaining effective working relationships, following all policies/procedures, and approaching challenges with a proactive and positive attitude. Also, develop strong, trusted relationships with colleagues and customers.
- Attendance – Models good attendance by adhering to their regular work schedule. Occasionally working additional/varied hours to accommodate workflow as needed.
- Problem Solving – Ability to analyze problems and implement acceptable solutions.
- Confidentiality - Maintains the confidentiality of all business documents and correspondence.

#### EDUCATION and/or EXPERIENCE:

- Minimum Bachelor's Degree; Master's Degree in Management or Administration (MBA, MPA, or MPH) and/or human service fields preferred.
- Minimum two (2) years mental health or business program experiences preferred.
- Experience with regional or statewide training, consultation, coordination, and advocacy preferred.
  - Knowledge and experience working with NAMI (National Alliance for the Mentally Ill) preferred.
- Experience in human resources, Employee Assistance Programs, and public administration preferred.
- Experience in marketing and/or presentation/training provided to private/corporate entities preferred.
- Must have strong presentation and relationship-building skills.
- Must be able to demonstrate competence as a facilitator/educator/trainer.
- Must have professional communication skills, in person and through electronic correspondence.
- Strong critical thinking skills.
- Ability to multi-task independently with strong organizational skills.
- Ability to teach skill building intervention techniques, approaches and strategies.
- Ability to facilitate a collaborative learning environment using best practices in adult education, course delivery.

- Must be able to prepare comprehensive reports and represent ideas clearly and concisely, both orally and in writing.
- Computer literacy (Word, Excel, PowerPoint, and internet).
- Must possess a valid California driver's license and maintain an insurable driving record under the Clinics' liability policy.
- Bicultural understanding of Latino/an American, African American, or Asian Pacific Islanders cultures preferred.
- Bilingual English and Spanish and/or other Asian language preferred.

**PHYSICAL DEMANDS:** While performing the duties of this job the employee is frequently required to stand or sit. The employee is required to produce records and/or documentation in manual or electronic format. The employee is expected to regularly lift and/or move up to 5 pounds and occasionally move/lift up to 10 pounds. As required by the contracts, the employee will need to travel to out of town meetings and trainings from one to several days each trip. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may be exposed to moving mechanical parts and external weather conditions. The noise level in the work environment is usually moderate. Overnight travel and community outreach is required.

**SITE SPECIFICS:** A review of this description has excluded the marginal functions of the position that are incidental to job performance of the fundamental job duties. All duties and requirements are essential job functions. This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other duties requested by his or her manager and/or supervisor.