



CLASSIFICATION NO. 367

Established: 8/08

Revised: 9/19

FLSA: Non-Exempt

EEO: 3

TRAINING AND QUALITY ASSURANCE COORDINATOR

CLASS CHARACTERISTICS

Under direction, to plan, organize and coordinate the training and development programs and activities within the Department of Central Communications and public safety agencies; to participate in the development, maintenance and implementation of training standards and materials; to coordinate Quality Assurance programs which ensures efficient and effective call taking, emergency dispatch and response protocols; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Communications operates the central dispatch center for multiple public safety agencies throughout the County. The center provides 24-hour primary answering and dispatch for law enforcement, fire and emergency medical services through an enhanced 9-1-1 telephone system and computer aided dispatch system.

The Training and Quality Assurance (QA) Coordinators are responsible for planning and coordinating the training, quality assurance and accreditation programs and activities, including new dispatcher orientation and training and the Communications Training Officer (CTO) program. The incumbent develops, implements, and maintains dispatcher training standards and materials, tracks trainee progress and recommends needed adjustments to training plans.

The Training and QA Coordinator coordinates department-wide training, dispatch and EMS quality assurance programs. This work differs from the Communications Operations Supervisor which performs supervisory, administrative, and technical duties to ensure the center's efficient and compliant operation.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Coordinates and oversees program activities relating to new Dispatcher Training and the Communications Training Officer (CTO) program; assists in selecting, training, motivating and evaluating CTOs and others involved in training; coordinates activities with other related departments or agencies; facilitates resolution to program issues.
2. Participates with CTOs in the review, development, maintenance and implementation of Dispatcher training standards and materials, including creating and updating of new hire courses and materials, CTO manuals, Daily Observation Report formats, benchmarks and standard evaluation guidelines.

3. Facilitates and/or coordinates Dispatcher orientation, academy and training; assists Operations Manager, or designee, in developing trainee assignments and coordination of CTO schedules; serves as a liaison for trainees and CTOs and among staff and management on training programs and activities.
4. Reviews the Daily Observation Reports (DORs) and other evaluation reports or feedback provided by CTOs to/from trainees; identifies trends or patterns in trainee progress; serves as a resource for and provides feedback to CTOs and Operations Manager, or designees, in identifying, recommending, and implementing adjustments to the training programs for individual trainees.
5. Coordinates annual training for fully trained Communications Dispatchers and Communications Shift Leaders to maintain State DPSST Certification requirements.
6. Coordinates the Quality Assurance program ensuring efficient and effective call taking and emergency dispatch; organizes Agency accreditation by the National Academy of Emergency Dispatch (NAED) or other accreditation agencies.
7. Works with administrative staff to maintain and update Agency training files; ensures training records and certifications are recorded in training files; collaborates with CTOs to ensure timely completion and acquisition of required training and certification documents.
8. Schedules and facilitates training; creates agendas, hand-outs, and evaluations for participants; follows up with guests for appropriate closure; serves as resource in development, research and collection of new or updated training ideas, methods and resources.
9. Coordinates with EMS Council, to evaluate systems of care from dispatch to medical transport, to assist with recommendation on quality assurance improvements to improve patient outcomes.
10. Completes call and case reviews, for both dispatch and EMS services.
11. Participates in Quality Assurance / Quality Improvement discussions and decisions with both C-COM and member board agencies.
12. Prepares reports, develops work plans and makes recommendations for program performance, needs, services, information, and demographic data; contributes to and ensures the evaluation of program performance.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of program coordination and facilitation, including planning, scheduling, monitoring, problem solving, research, record keeping and evaluations; all facets of adult education and training; emergency medical services terminology, practices and standards; modern administrative methods and procedures, correspondence and report preparation; application and interpretation of directives and procedures as well as local, state and federal laws and regulations, and industry trends and best practices; basic leadership principles and understanding of lead work and responsibilities; Association of Public Safety Communication Officials (APCO) CTO program and recommended coaching methods and philosophies.

Skill to: Communicate effectively, both orally and in writing; effectively plan, organize, coordinate, carry out and evaluate assigned program goals and objectives; coordinate and evaluate the work of program participants including CTOs, Agency trainers, and presenters; organize and accomplish program goals and objectives, including delegation of program tasks and responsibilities as appropriate; interpret and effectively apply related laws, regulations, policies and procedures; apply effective time management, critical thinking, problem solving and collaborative approaches to improving program services; analyze situations thoroughly, identify potential problems, find and implement effective solutions; establish and maintain effective and professional working relationships with managers, coworkers, other governmental jurisdictions, volunteers, and user agencies; apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations; understand and execute complex oral and written instructions; apply available guidelines, policies or procedures in diverse situations; prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of 5 years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- Ability to meet Department of Public Safety Standards and Training (DPSST) various preconditions for Dispatcher certification, including but not limited to passing DPSST medical exam, and education and age requirements.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

POST-EMPLOYMENT REQUIREMENTS

Possession of or the ability to obtain within six (6) months of hire (depending on whether QA or Training-Focused TQAC):

- National Academy of Emergency Dispatch (NAED) Emergency Medical Dispatch (EMD) Certification (for QA-focused TQAC)
- NAED EMD-Q Certification (trained by NAED to be a certified medical case reviewer) (for QA-focused TQAC)
- Association of Public Safety Communication Officials (APCO) Communications Training Officer (CTO) Certification (for training-focused TQAC)
- APCO CTO Instructor Certification (for training-focused TQAC)

Possession of or the ability to obtain within established training timelines:

- Law Enforcement Data System (L.E.D.S.) Certification.
- Other Certifications required by statute.

Edited: 2/26