

California State University, Fresno Foundation

EVALUATION SPECIALIST – ADULT SERVICES TRAINING ACADEMY JOB ANNOUNCEMENT #25-755

POSITION SUMMARY:	Full-time, benefited position with the Adult Services Training Academy through the California State University, Fresno Foundation. The Bay/Central California Adult Services Training Academy (ASTA) is a program of the California State University, Fresno Foundation, under the auspices of the College of Health and Human Services, through the Department of Social Work Education, and provides classroom training, virtual, stimulation and coaching and organizational support to adult services social workers, supervisors, managers, and other agencies in 12 Central Area California counties and 12 Bay Area California Counties. The Academy covers the Central Region, which includes three distinct areas; the Coastal counties of Ventura, Santa Barbara, and Ventura; the Southern area counties of Kern, Tulare, and Kings; and the Northern counties of Fresno, Madera, Mariposa, Merced, San Joaquin, and Stanislaus. In addition, the Bay region covers Contra Costa, Napa, Marin, Solano, Alameda, San Francisco, San Mateo, Santa Clara, Monterey, San Benito, Santa Cruz, and Sonoma. The Evaluation Specialist leads outcomes measurement and continuous improvement for ASTA's multi-modal adult protective services (APS) training portfolio spanning NAPSA Core, advanced, and supervisor offerings delivered across eLearning, in-person, and innovative formats (including Virtual Reality) to strengthen practice for counties served in ASTA's 24-county Central and Bay Area region. Reporting to Academy leadership, the Evaluation Specialist designs and implements mixed-methods evaluation plans; coordinates training needs assessments; analyzes learning management system (LMS) and program data; and translates findings into clear recommendations that improve course design, delivery, and transfer of learning for APS professionals. The role partners with trainers, county stakeholders, and statewide committees to ensure training remains evidence-based, accessible, and aligned with state standards and best practices for new and experienced APS staff. It also stewards data quality, prepares concise reports and presentations for internal and external audiences, and advances ASTA's mission to build essential knowledge, skills, and competencies for the APS workforce.
ESSENTIAL JOB FUNCTIONS:	Under the general supervision of the Director or Assistant Director, typical duties include, but are not limited to: • Lead the Academy's multi-county evaluation strategy, establishing logic models, Kirkpatrick models, and evidence standards that align instruction with state and county priorities in Adult Services (e.g., APS, IHSS, aging, and disability services). • Design and implement mixed-methods evaluation (surveys, observations, interviews, learning analytics) to measure learner satisfaction, knowledge/skill acquisition, behavior change, and transfer of learning in the field. • Standardize data collection protocols across the 24 counties; maintain data integrity, confidentiality, and interoperability with county systems and the Academy's Learning Management System (LMS)/Customer Relationship Management (CRM). • Produce actionable quarterly and annual evaluation reports that synthesize findings and recommend program improvements to Academy leadership and county partners. • Conduct ongoing regional training needs assessments using multiple data sources (county program metrics, policy changes, stakeholder interviews, and post-training results) to identify gaps and emerging competencies. • Translate assessment insights into an annual Academy learning plan, balancing foundational, advanced, and just-in-time offerings across urban, suburban, and rural counties. • Review and remediate evidence-based curriculum (e.g., instructor guides, participant workbooks, simulations, microlearning, and scenario-based assessments) using evaluation

	findings and best practices to ensure relevance to Adult Services practice. • Maintain collaboration with the Trainer and Curriculum Development Specialist regarding curriculum revisions, updates, and evaluation survey results. • Develop targeted remediation and reinforcement plans for learners, trainers, or counties not meeting proficiency (e.g., coaching, tutoring labs, adaptive modules, follow-up assignments, and reassessment), and track remediation outcomes to closure. • Establish and apply rubric-based trainer evaluation; provide structured feedback, coaching, and professional development to improve instructional delivery and learner engagement. • Facilitate trainer communities of practice; share evaluation trends, promising practices, and resources that elevate instructional quality across the region. • Lead the Academy's Continued Quality Improvement? CQI cycles (plan-do-study-act) to iteratively improve courses, delivery models (virtual, hybrid, in-person), and transfer-of-learning supports. • Design internal dashboards and documentation to track CQI hypotheses, interventions, and results; disseminate lessons learned across teams. • Serve as the primary evaluation liaison to county program leaders, trainers, community partners, and state/regional bodies; facilitate regular feedback loops that connect field practice with training. • Coordinate multi-county schedules, cohorts, and local implementation plans to ensure equitable access and consistent standards across the 24 counties. • Represent the Academy on statewide evaluation and planning committees, present findings and advocate for Adult Services training needs and innovations. • Maintain secure, accurate data systems; manage informed consent where applicable; uphold confidentiality, privacy, and records-retention requirements. • Prepare briefs, infographics, and presentations for diverse audiences (executives, supervisors, trainers, and community stakeholders) that translate evaluation into decision-ready insights. • Configure and manage course shells, evaluations, and analytics in the Academy's learning platforms; troubleshoot and optimize user experience for trainees and trainers. • Ensure all learning materials meet accessibility standards and are culturally and linguistically responsive to the diverse communities served by the 24 counties. • Develop scopes, timelines, and budgets for evaluation projects; track deliverables; coordinate contracts and vendor work tied to research or evaluation services. • Contribute to proposals, grant reports, and sustainability plans by supplying evaluation designs, methods, and outcomes narratives. • Apply an equity lens to evaluation and curriculum decisions to reduce disparities in access, participation, and performance across counties and populations. • Design and measure transfer-of-learning supports (job aids, supervisor coaching guides, field assignments) that link training to improved practice and client outcomes. • Produce legible and comprehensive notes that need to be captured at training and meetings, and report information to leadership team and Academy staff. Interface with Academy staff to ensure training and CEU tracking occurs. • Support Academy's strategic planning and special initiatives that advance our mission and vision for Adult Services workforce excellence.
POSITION REQUIREMENTS:	<i>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.</i> • Master's degree in Social Work, Gerontology, Counseling, or other related field, or a Bachelor's degree in Social Work, Gerontology, Counseling or other related field AND • Five (5) years experience years' experience in adult protective services, preferred. • Social Services experience is desirable • Comprehensive knowledge of adult protective services practice • Knowledge and skills in program and curriculum evaluation methods

	• Proven ability to design and conduct a training needs assessment • Demonstrated ability to apply research and evaluation to practice settings and situations • Experience in project management • Demonstrated professional writing and speaking skills • Fluency in computer skills, including spreadsheets, word processing, and desktop publishing • Successful experience in conducting meetings and facilitating groups • Demonstrated experience working in collaboration with other professionals • Must possess a valid driver's license and a reliable method of transportation, as travel, including overnight stays, is required throughout the state. • Ability to identify links between policy, procedure, opportunities, and best practice initiatives • Organizational and multi-tasking skills with attention to detail. • Ability to collaborate, develop work plans, and follow through on agreed-upon action items and duties. • Ability to edit and synthesize material from other staff • Ability to maintain confidentiality as appropriate when dealing with staff training issues
COMPENSATION:	\$5,720.00 - \$6,250.00 per month (\$68,640 - \$75,000 annual). Salary will be commensurate and competitive with experience and qualifications. Benefits include medical, dental, vision, life and 401(k), vacation, sick leave, and holiday pay.
DEADLINE:	Application review begins <u>November 17, 2025</u> ; open until filled.
TO APPLY:	Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application. E-mail completed application & resume to: auxiliary-hr@mail.fresnostate.edu

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>

Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.

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