

EFNEP & SNAP-Ed Program Supervisor Core Competencies

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A. FACILITATE PROGRAM SUPPORT & DEVELOPMENT

A-1 Assist with needs assessment

A-2 Develop program plan

A-3 Secure and/or manage program funding and support

A-4 Collaborate with state team to inform policies and procedures

A-5 Establish local processes to ensure compliance with policies and procedures

A-6 Assist with the selection and adaptation of curricula, program materials and evaluation tools

A-7 Oversee and/or conduct program outreach and promotion

A-8 Provide direct education or coordinate coverage during staff leave of absence/vacancies as needed

B. BUILD AND MAINTAIN INTERNAL AND EXTERNAL PARTNERSHIPS

B-1 Foster systems that promote diversity, equity and inclusion

B-2 Collaborate with community partners to address social determinants of health to facilitate healthier communities

B-3 Form partnerships with community organizations for policy, system and environmental changes to improve healthy eating and active living

B-4 Seek opportunities to build program and/or community capacity

C. HIRE STAFF

- C-1 Assist with the selection and revision of position description if needed
 - C-2 Coordinate process with organizational policies and procedures (e.g., form search committee, recruit for position)
 - C-3 Recruit for position with partners
 - C-4 Review applications
 - C-5 Facilitate interview process (e.g., schedule interview, convene committee, conduct interviews, etc.)
 - C-6 Identify potential hire
 - C-7 Select and process candidate in accordance with organizational policies
 - C-8 Provide onsite onboarding
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D. PROVIDE PROFESSIONAL DEVELOPMENT

- D-1 Identify training needs to inform training development
 - D-2 Identify and leverage training resources (e.g., financial, partnerships, etc.)
 - D-3 Design training methods to achieve staff competencies (e.g., in-person, technology, etc.)
 - D-4 Facilitate staff training
 - D-5 Evaluate training (e.g., content, training approach/method)
 - D-6 Share educational resources to support staff development
 - D-7 Provide reflection and feedback to support achievement of professional development outcomes
 - D-8 Transmit current scientific information to staff
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E. COACH STAFF

- E-1 Assess staff strengths and weaknesses
 - E-2 Identify peer mentorship opportunities for staff
 - E-3 Facilitate team building
 - E-4 Practice active listening
 - E-5 Provide feedback and reinforce strengths
 - E-6 Provide ongoing support (scheduled and as needed)
 - E-7 Recognize and celebrate staff accomplishments
 - E-8 Identify and connect staff to resources for staff growth based on interests, strengths and weaknesses
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F. MANAGE ADMINISTRATIVE AND HUMAN RESOURCE-RELATED TASKS

F-1 Create a culture of ethical standards

F-2 Approve schedule, work hours and leave

F-3 Track required training

F-4 Address staff performance issues (e.g., disciplinary, performance improvement)

F-5 Manage employment separation process

F-6 Facilitate employee and participant incident report process

F-7 Support employee access to federal labor programs (e.g., FMLA, worker's compensation, ADA accommodations, etc.)

F-8 Manage program budget and records to ensure program integrity

F-9 Manage and approve program inventory and expenses

F-10 Manage program supplies and equipment

F-11 Reconcile program implementation with expenses

F-12 Ensure completion of required trainings (e.g., risk management and civil rights trainings)

G. EVALUATE STAFF

G-1 Conduct program observations (e.g., teaching, recruitment, PSE activities)

G-2 Review and analyze staff program data

G-3 Facilitate self-evaluation process

G-4 Collect, review and analyze external feedback (e.g., survey partners)

G-5 Collect, review and analyze internal feedback (e.g., support staff, county staff)

G-6 Complete performance management documentation

G-7 Provide periodic individual staff feedback to achieve performance goals

H. EVALUATE PROGRAM PROGRESS

H-1 Collect stakeholder feedback (e.g., stories, feedback)

H-2 Review data for program reach, gaps and new opportunities to ensure parity

H-3 Review local processes to ensure effective program implementation

H-4 Assist with gathering program impacts

H-5 Disseminate program impacts to internal and external stakeholders

H-6 Implement evaluation findings

I. PARTICIPATE IN PROFESSIONAL DEVELOPMENT

I-1 Develop professional and personal goals

I-2 Explore and propose potential professional development opportunities

I-3 Attend professional conferences

I-4 Participate in supervisory training

I-5 Participate in mentorship program

I-6 Participate in professional organizations and networks (e.g., serving on regional or national committees, planning committees)

I-7 Present program outcomes and/or scholarly work

KNOWLEDGE

- Content related to health, nutrition across the lifecycle, food resource management, community food access, community food systems, basic cooking skills, public health, food safety

- Cultural sensitivity

- Experiential teaching methods

- Health disparities and community inclusion

- Place-based knowledge

- Behavior theories

- Education theories

- Dietary Guidelines for Americans

- Physical Activity Guidelines for Americans

SKILLS

- Adaptability

- Technology

- Time management

- Communication

- Mediation

- Financial management ability

- Public speaking ability

- Problem solving

- Open mindedness

- Team building

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