

Job Competencies

Program Development and Implementation – Demonstrates ability to recognize, understand and facilitate educational opportunities and to coordinate necessary resources that best respond to the needs of individuals and communities. Identifies local/state/regional needs and appropriately uses the Logic Model or other planning tools in program planning to clearly identify intended program outcomes and impacts, targeted audiences, and specific educational activities planned to achieve outcomes. Actively involves feedback from stakeholders, advisory councils, program participants and other intended audiences in creating program Logic Models.

Program Evaluation and Reporting - Incorporates evaluation processes into program planning that adequately documents the program's impact. Reports impacts in a timely manner.

Educational Methodology – Develops, adapts and/or presents a variety of high quality teaching methods to instruct target audiences. Uses methodologies appropriate for target audiences. Selects teaching methods and educational activities best suited to achieve educational objectives and the documentation of economic, environmental and/or social impacts achieved.

Technology and Distance Education - Remains abreast of technological developments, assesses their program delivery application, uses technology appropriately, and actively pursues professional development opportunities to gain technology competencies needed. Seeks and takes advantage of opportunities to disseminate information and deliver training and educational programs using distance education technology as appropriate.

Teaching – Designs educational programs to achieve intended knowledge, attitudinal, skill and behavior changes among participants, and conducts program evaluation to assess and document impacts. Teaching evaluations reveal ability of educator/specialist to communicate effectively with individuals and groups, and motivates learners to change behavior.

Applied Research – Individually or as part of a team conducts or applies research from the University of New Hampshire, the nationwide Land-Grant System, or other reputable sources. Includes searching, analyzing, interpreting and applying sound research conducted by others.

Reaching Under-Represented Groups – Demonstrates respect for the value of all individuals regardless of educational background or culture and creates or supports a diverse educational environment. Designs and conducts programs in adherence with the policies and spirit of Civil Rights, Affirmative Action, Americans with Disabilities Act and Equal Employment Opportunity. Participates in diversity programming and incorporates Civil Rights objectives in planning, implementing and evaluating clientele participation. Documents a balance of participant diversity within program responsibilities.

Group Process and Facilitation – Knowledgeable of group dynamics and behavior, stages of group development, “groupthink” and other factors influencing group effectiveness. Competent in providing leadership and facilitation to maximize group effectiveness and address conflict and dysfunctional group behavior.

Collaboration and Partnership Building – Interacts professionally with all individuals and establishes and maintains effective working relationships. Conducts effective educational programming through cooperation, collaboration, partnering and coalition building. Shares information and resources with others and provides timely responses to requests. Promotes teamwork and values the group’s success. Achieves partnership outcomes.

Stakeholder Involvement –Addresses stakeholder concerns and is accountable to stakeholders. Manages a broadly representative citizens advisory group or uses other systematic procedures to include others in needs assessment, priority setting, program implementation, evaluation and reporting.

Teamwork – Actively works with co-workers, faculty, volunteers, agency representatives and/or networks throughout UNH Cooperative Extension to achieve organizational goals. Seeks opportunities to participate in interdisciplinary and multi-state programming. Fosters a cooperative work and interpersonal climate. Works effectively with support staff. Engenders trust and respect among peers and others, demonstrates leadership in team situations, and contributes positively and cooperatively to all team efforts.

Engagement and Outreach – Continually promotes a positive, professional image of UNH, Cooperative Extension and Cooperative Extension staff in all interpersonal professional interactions and through the media. Develops clear and favorable community recognition of Cooperative Extension as a part of UNH and the USNH. Effectively describes Extension’s role in the university’s mission and promotes UNH as an engaged institution. Communicates with county/state decision-makers and stakeholders with a consistent, positive message, and markets UNH Cooperative Extension as a valued provider of non-formal education that meets the needs of New Hampshire residents.

External Funding and Fiscal Management – Actively investigates and pursues external funding opportunities to meet established program goals and objectives. Develops a positive working relationship with the Office of Sponsored Research (OSR). Demonstrates the ability to develop and submit timely, substantive and convincing grant and other funding proposals. Demonstrates the ability to effectively implement funded projects and accurately manage grant funds as stipulated by the funder. Completes funded projects by the established deadline and submits required reports and impact information in a timely manner.

Communications – Speaks and writes efficiently and effectively in developing and delivering programs, informing Extension staff, and educating and informing the public. Effectively conveys concepts, ideas, and instructions. Communicates in a timely manner.

Listens attentively and clarifies information when necessary. Plans, conducts, and participates in meetings effectively and contributes to a positive, professional and productive environment. Conveys information and knowledge clearly despite differences in socio-economic and educational levels of audiences.

Judgment and Problem Solving – Anticipates and identifies problems. Gathers facts and analyzes causes, evaluates alternative solutions, and takes or recommends appropriate actions in a timely manner. Follows-up to ensure problem resolution. Conducts ongoing needs assessments and is proactive in taking appropriate action to prevent problems from occurring.

Self-Management – Works with minimal supervision and effectively completes tasks when direction is given. Capable and efficient in producing successful educational programs. Uses time effectively and meets deadlines. Is punctual and reliable. Takes initiative and produces an acceptable volume of work. Tries and masters new educational techniques, technologies, and methodologies to improve service and efficiency. Copes effectively with change and unanticipated or ambiguous events. Incorporates knowledge of the organization, trends, subject matter content, and fiscal resources into programming. Visualizes and plans for future needs within the organization.

Professionalism – Displays enthusiasm, dedication, and interest regarding position responsibilities and duties. Expresses willingness to undertake projects, supports organizational goals and endeavors, and demonstrates flexibility in response to changing circumstances. Maintains a professional image through appropriate attitude, communications, actions and appearance.

Mentoring – Actively assists and supports new staff members on an ongoing basis during their initial years on the job. This includes making them feel welcome and valued; scheduling time to meet periodically with the individual to provide information, training, guidance and feedback; and being available for consultation and to answer questions as needed. This includes formally serving as a mentor when requested by the Program Leader.

Subject Matter Expertise – Keeps up to date on content needed to carry out job responsibilities and appropriately addresses the plan of work.

Volunteer Development – Identifies needs and opportunities for volunteer partnerships. Recruits and uses volunteers to fill appropriate roles. Supports volunteers through appropriate orientation, training, utilization, recognition and evaluation. Monitors volunteer satisfaction.