Please apply online on our [DRTx careers website](#).

**Position Summary**

The **Training and Technical Support Specialist – HAVA** is responsible for assisting with the development, organization, and implementation of a voter rights program under the Help America Vote Act (HAVA). This position serves as an in-house expert on voting rights as related to persons living with disabilities. Working closely with others, the position develops and presents voting rights materials and trainings to persons with disabilities and other targeted audiences under the direction of the Deputy Director. The position is significantly focused not only on training but on providing technical assistance on voting rights to persons with disabilities, service providers, election officials, DRTx staff, and other related stakeholders and interested parties.

Alongside other staff, this position may work collaboratively on select projects, policy and systemic issues as determined by the Deputy Director. A public figure of the organization, the position travels extensively across the State to provide outreach and training. As such, this position regularly addresses interested parties including the public and media through oral presentations, written communications and participation on various advisory boards, committees, etc. The position is a major advocate for the voting rights of persons with disabilities and works with other local, state and national organizations, agencies, legislators, and public officials.

**Physical/Mental Requirements**

1. Uses personal computer approximately 6-7 hours per day.
2. Uses telephone and email to communicate with clients and other professionals, approximately 3-5 hours per day.
3. Spends approximately 1-3 hours per day in meetings.
4. Sits approximately 6-7 hours per day.
5. Requires working under a moderate degree of stress (time constraints; deadlines; multi-tasking high-level projects and issues; complex issues; and conflict resolution).
6. Extensive travel (75%+), generally within Texas, is regularly required.
7. Bending, standing, stretching when conducting on-site physical surveying of polling sites for disability accessibility. Poll site surveying may also include inspection of outdoor locations, such as parking areas, in weather conditions such as summer heat or cold weather temperatures.

**Essential Functions**

1. Masters technical information of applicable program areas and relevant statutes and policies. Is a content expert for the Voting Rights Issue Team. Follows trends of voter policy and accessibility and apply updates to DRTx training efforts.
2. Develops and maintains effective communications and cooperative working relationships with local, state, and national consumer organizations, individual advocates, and local and state public officials as assigned.
3. Accesses statewide resources related to voting needs as needed.
4. Develops and implements training programs and materials, in an array of accessible formats and mediums especially webinars, live chats, instructional videos, social media, and other related technology mediums that focus on the rights of people with disabilities in regards to voting rights and issues including accessibility.
5. Communicates, instructs, and educates consumers, public officials, institutional residents and staff, fellow employees, and other identified stakeholders on the voting rights of people with disabilities.
6. Provides technical assistance and training and resource referral on voting rights to Texas elections officials on the State and County levels, appropriate to the officials’ needs, through various activities and initiatives including polling place accessibility surveys, offering findings, short-term problem solving, and submitting timely reports, recommendations.
7. Responds to hotline calls regarding voting rights by providing, and documenting, information and referral (I&R) and short-term case level assistance.
8. Follow up with individuals about specific voting complaints on a county or statewide level.
9. Coordinate with others, as assigned, on special and joint projects and trainings.
10. May work collaboratively with DRTx Voting Rights Policy Specialist on selected state or national policies related to voting rights for persons with disabilities.
11. Assist legal staff with issue spotting and identifying violations of voting rights.
12. Develops and updates a written outreach plan within program’s priorities which identifies major issues or problems, sets out objectives in dealing with issues and outlines an action plan to achieve objectives.
13. Under DRTx attorney supervision, drafts and submits voting rights violation complaints to Texas Secretary of State, Dept of Justice or other appropriate agencies.
14. Tracks and provides information about voting rights issues and, as appropriate presents information and recommendations to DRTx staff, board, advisory councils, other organizations and media.
15. Maintains effective communications and develops cooperative working relationships with organization staff, other state and national advocacy organizations, individual advocates, agencies, and key policy makers to ensure such entities are properly informed of major organization activities.
16. Travels extensively to network, outreach, and provide training and technical assistance to various audiences.
17. Establishes and maintains relationships and regular communication with consumer organizations, government officials and media representatives.
18. Works easily with diverse groups of people.
19. Provides quick, creative “on-the-spot” problem solving, technical assistance, and solutions to local and statewide officials, to provide necessary accommodations to address barriers to voting rights.
20. Assists with annual planning and reporting for the programs and priorities of the organization with the appropriate stakeholders.
21. Ensures that all training curriculums and public information distributed by the organization on voting is aligned with state and federal laws and complies with DRTx accessibility standards.
22. Contributes, in area of specialty, information to be included in annual program reports of the organization.
23. Participates in strategic planning and implementation of activities around elections, including public awareness campaigns, voter outreach, voting rights hotline, and handling individual complaints.
24. Appropriately prioritizes tasks as needed and to multi-task numerous responsibilities in a timely manner.
25. Establishes personal credibility throughout the organization, in order to be an effective partner and advisor.
26. Maintains thorough, complete, and timely records.
27. Creates pre and post surveys to measure various events (voting engagement, evaluation of presentations, accessibility)
28. Clearly, accurately, and effectively communicates information to others.
29. Develops and maintains collaborative, cooperative relationships with internal and external stakeholders, including clients, the community, the board of directors as well as employees at all levels of the organization.
30. Applies the principles of the organization’s vision and values in all work-related business and interactions.
31. Performs other duties as requested or required.

Required Qualifications

1. A minimum of four (4) years* previous related experience with demonstrated success working on voting issues or with persons with disabilities. (*two years acceptable with an appropriate Bachelor’s degree.)
2. Strong and effective writing, verbal, and persuasive communications skills including the ability to present complex issues to a variety of intended audiences in a clear, concise manner.
3. Demonstrated experience in public speaking and developing effective presentations for the intended audiences.
4. Demonstrated experience in developing, or overseeing the development of, a wide array of training strategies and delivery systems including web-based methods, and understanding of adult learning principles.

5. Excellent interpersonal, relationship-building and collaboration skills to be able to work effectively with others inside and outside of the organization; relationship builder with the flexibility and finesse to “manage by influence”.

6. Proven ability to lead, mentor and train others.


8. The ability to take direction and independently follow through on all instructions.

9. Demonstrated skills and ability to create collaboration among stakeholders and other disability groups.

10. The ability to research, analyze, and disseminate current relevant literature and best practices on relevant issues and apply information effectively to technical assistance, training, and case work activities.

11. Willingness and ability to travel extensively, even to remote rural locations.

12. Excellent detail-orientation, follow-up skills and organizational skills plus the ability to multi-task and work under challenging conditions while meeting deadlines.

13. Demonstrated ability to manage individual workload so services are delivered timely and appropriately.

14. Strong working knowledge of Microsoft Office suite (Outlook, Word, Excel, PowerPoint).

15. Demonstrated experience with web-based training tools.

16. High level of commitment to service excellence, plus high degrees of integrity, ethics and judgment are a must.

**Preferred Qualifications**

1. Bachelor’s degree, preferably in Communication or Education, or other related fields including Public Policy, Political Science, Government, Disability Studies, Human Services, or Social Services.
2. Bilingual in Spanish – both written and spoken word.
4. Experience working with county and state voting officials.