



Job Description: Native Hotline Services Manager

BASIC INFORMATION	
Job Classification	
Hiring Range	
Funding Source	
FLSA Status	Non-Exempt
Provisional Period	
Job Title	Training Coordinator
Location	Eagan, MN
Department	Native Helpline
Position Type	<input type="checkbox"/> FT-Salaried <input checked="" type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
Reports to	Services Manager
Supervises	
Shift	
Job Type	

JOB DESCRIPTION SUMMARY

The training coordinator reports to the services manager. The training coordinator is responsible for creating an advocacy curriculum, training all incoming advocates, working with services manager to ensure ongoing advocacy support and success, and maintaining the StrongHearts wellness program.

JOB DUTIES	
Key Accountabilities	StrongHearts Native Helpline Curriculum
Duty Statements	<ul style="list-style-type: none"> • Create an advocacy curriculum for all incoming advocates and staff. • Include training activities, materials, visuals/slides, and facilitator notes in curriculum. • Use StrongHearts response model, advocacy philosophy, and other advocacy materials to tailor curriculum to StrongHearts needs. • Make changes and updates to curriculum as needed. • Include specialized coverage for phone and chat services in training
Percentage of Time	45%
Key Accountabilities	Advocate Training
Duty Statements	<ul style="list-style-type: none"> • Organize and lead advocacy training for all new incoming staff. • Work with operation manager to include orientation in training period • Work with services manager to set role play, monitoring, and buddy call schedule for new advocates post training. • Create, update, and manage scheduling of skill support and follow up trainings for advocates • Help services manager monitor skill development, during and after training
Percentage of Time	35%
Key Accountabilities	StrongHearts Wellness Program
Duty Statements	<ul style="list-style-type: none"> • Coordinate StrongHearts wellness program • Lead/ oversee wellness sessions for all advocates and all staff on a bimonthly/monthly basis. • Coordinator wellness sessions to meet the themes of mind, body, spirit • Encourage advocate and staff involvement in wellness session planning.
Percentage of Time	20%

JOB FACTORS	
Minimum Education Level Required	Undergraduate Degree or higher. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year of education)
Minimum experience level required	One to three years experience in training or education. Experience creating training content or curriculums. One to three years experience in domestic violence advocacy.
The amount of supervision received by the employee	After initial orientation, the employee will received general direction but is expected to perform duties and responsibilities independently

The analytical skill required	This position requires a high-level of analytical capability and an understanding of the complexities of our agency data systems.
Both the level and budget volume (Dollar Amount) of financial responsibility/accountability	The incumbent is not responsible for managing any budgets.
Scope of the human resources impact of this position	None
BOTH the level and nature of the INTERNAL contacts	This position has regular contact with all levels of staff
BOTH the level and nature of the EXTERNAL contacts	This position may help with StrongHearts presentations externally. But external contacts will be minimal.

WHAT OTHER REQUIREMENTS MIGHT BE EXPECTED FOR THIS POSITION?

- Demonstrated proficiency in Windows or Mac environment, Microsoft Office, Google Suite.
- One to three years experience in training or education.
- Experience creating training content or curriculums.
- One to three years experience in domestic violence.
- Demonstrated skill in writing composition and proofreading.
- Excellent English language skills, including spelling and grammar.
- Well-developed organizational skills.
- Ability to coordinate and complete multiple projects.
- Understanding and compliance of confidentiality of caller information.
- Ability to work under time constraints and meet deadlines.
- Understanding of empowerment based advocacy model of services.

Other Requirements/Working Conditions

- Must have emotional and physical stamina to deal with a variety of stressful situations, including responses to complaints and internal and external interactions, to effectively work long and at times odd hours.
- Works in a normal office environment, except while traveling, with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.