# Job Description: Native Hotline Training Coordinator

## BASIC INFORMATION

<table>
<thead>
<tr>
<th>Job Classification</th>
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<tbody>
<tr>
<td>Hiring Range</td>
<td></td>
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<tr>
<td>Funding Source</td>
<td></td>
</tr>
<tr>
<td>FLSA Status</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>Provisional Period</td>
<td></td>
</tr>
<tr>
<td><strong>Job Title</strong></td>
<td>Training Coordinator</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td>Eagan, MN</td>
</tr>
<tr>
<td><strong>Department</strong></td>
<td>Native Helpline</td>
</tr>
<tr>
<td><strong>Position Type</strong></td>
<td></td>
</tr>
<tr>
<td>□ FT-Salaried</td>
<td>□ FT-Hourly</td>
</tr>
<tr>
<td>□ Relief</td>
<td>□ Temp</td>
</tr>
<tr>
<td><strong>Reports to</strong></td>
<td>Services Manager</td>
</tr>
<tr>
<td><strong>Supervises</strong></td>
<td></td>
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<tr>
<td><strong>Shift</strong></td>
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</table>

| **Salary/Hourly Rate** | $23.00-$25.00 Per Hour Depending on Qualifications |

## 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 | • 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 | • 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 | • 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.
<table>
<thead>
<tr>
<th>The amount of supervision received by the employee</th>
<th>After initial orientation, the employee will received general direction but is expected to perform duties and responsibilities independently.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The analytical skill required</td>
<td>This position requires a high-level of analytical capability and an understanding of the complexities of our agency data systems.</td>
</tr>
<tr>
<td>Both the level and budget volume (Dollar Amount) of financial responsibility/accountability</td>
<td>The incumbent is not responsible for managing any budgets.</td>
</tr>
<tr>
<td>Scope of the human resources impact of this position</td>
<td>None</td>
</tr>
<tr>
<td>BOTH the level and nature of the INTERNAL contacts</td>
<td>This position has regular contact with all levels of staff</td>
</tr>
<tr>
<td>BOTH the level and nature of the EXTERNAL contacts</td>
<td>This position may help with StrongHearts presentations externally. But external contacts will be minimal.</td>
</tr>
</tbody>
</table>

**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.
Applicant Information

Full Name: _____________________________ Date: ______

Last          First          M.I.

Address: ________________________________

Street Address: ____________________________ Apartment/Unit # ___________

City                      State           ZIP Code

Phone: _________________________________ Email: _________________________________

Date Available: ________________ Social Security #: _____________________________

Position Applying for: _____________________________________________________________

Tribal Affiliation: _____________

Are you a citizen of the United States?  YES  NO

If no, are you authorized to work in the U.S.? YES  NO

Have you ever worked for this company?  YES  NO

If yes, when? _____________________________

Have you ever been convicted of a crime?  YES  NO

If yes, explain: _____________________________

Are you currently or have you ever been on any federal contracting exclusion list?  YES  NO

If yes, explain: _____________________________

Education

High School: _____________________________ Address: _____________________________

From: _______ To: _______ Did you graduate? YES  NO

Diploma: _____________________________

College: _____________________________ Address: _____________________________
From: ________ To: ________ Did you graduate? [ ] YES [ ] NO Degree: ____________________________

Other: ____________________________ Address: ____________________________

From: ________ To: ________ Did you graduate? [ ] YES [ ] NO Degree: ____________________________
References

Please list three professional references.

Full Name: __________________________ Relationship: __________________________
Company: __________________________ Phone: __________________________
Address: __________________________

Full Name: __________________________ Relationship: __________________________
Company: __________________________ Phone: __________________________
Address: __________________________

Full Name: __________________________ Relationship: __________________________
Company: __________________________ Phone: __________________________
Address: __________________________

Previous Employment

Company: __________________________ Phone: __________________________
Address: __________________________ Supervisor: __________________________
Job Title: __________________________ Starting Salary: $__________ Ending Salary: $__________
Responsibilities: __________________________
From: ____________ To: ____________ Reason for Leaving: __________________________

May we contact your previous supervisor for a reference? YES NO

Company: __________________________ Phone: __________________________
Address: __________________________ Supervisor: __________________________
Job Title: __________________________ Starting Salary: $__________ Ending Salary: $__________
Responsibilities: __________________________
From: ____________ To: ____________ Reason for Leaving: __________________________

May we contact your previous supervisor for a reference? YES NO
Company: ___________________________________________ Phone: ________________
Address: ___________________________________________ Supervisor: ________________
Job Title: ___________________________ Starting Salary: $_________ Ending Salary: $_________
Responsibilities: _________________________________________________________________
From: ___________ To: ______________ Reason for Leaving: _____________________________

May we contact your previous supervisor for a reference? YES NO
Military Service

Branch: ____________________________ From: ________ To: __________

Rank at Discharge: ______________ Type of Discharge: __________________

If other than honorable, explain:
_____________________________________________________________________

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women’s Resource Center to verify employment and conduct a background check.

Applicant
Signature: ___________________________________________________________________ Date: __________

For an application to be complete, it must contain the following:

1. Completed and signed application
2. Letter of Interest
3. Resume

Please submit all materials in confidence to:
Email: jobs@strongheartshelpline.org