



Job Description: Native Hotline Training Coordinator

BASIC INFORMATION	
<b>Job Classification</b>	
<b>Hiring Range</b>	
<b>Funding Source</b>	
<b>FLSA Status</b>	Non-Exempt
<b>Provisional Period</b>	
<b>Job Title</b>	Training Coordinator
<b>Location</b>	Eagan, MN
<b>Department</b>	Native Helpline
<b>Position Type</b>	<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
<b>Reports to</b>	Services Manager
<b>Supervises</b>	
<b>Shift</b>	
<b>Salary/Hourly Rate</b>	\$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.

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

<b>JOB FACTORS</b>	
<b>Minimum Education Level Required</b>	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)
<b>Minimum experience level required</b>	One to three years experience in training or education. Experience creating training content or curriculums. One to three years experience in domestic violence advocacy.
<b>The amount of supervision received by the employee</b>	After initial orientation, the employee will received general direction but is expected to perform duties and responsibilities independently



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