



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

TRAINING SUPERVISOR

REPORTS TO: Program Manager

SUMMARY

The Training Supervisor has the primary responsibility of ensuring the success of WRMCSN training initiatives for its constituents and stakeholders which include; volunteers, staff, and clients. The Training Supervisor responsibilities include communicating with managers to identify training needs and mapping out development plans for teams and individuals. The Training Supervisor is responsible for managing, designing, developing, coordinating and conducting all training programs.

ESSENTIAL FUNCTIONS

- Map out annual training plans for management, HR, volunteers and client classes
- Design and develop training programs (outsourced and/or in-house)
- Select appropriate training methods or activities (e.g. simulations, mentoring, on-the-job training, professional development classes, e-learning)
- Market available training to employees, volunteers and clients and provide necessary information about sessions
- Conduct organization-wide training needs assessment and identify skills or knowledge gaps that need to be addressed
- Use known education principles and stay up-to-date on new training methods and techniques
- Design, prepare and order educational aids and materials
- Assess instructional effectiveness and determine the impact of training for employees, volunteers and clients
- Provide outcome reports for all training categories to reflect monthly quality and quantity success factors
- Gather feedback from trainees after each educational session
- Partner with internal stakeholders and liaise with experts regarding instructional design
- Maintain updated curriculum database and training records
- Host train-the-trainer sessions for internal subject matter experts
- Manage and maintain in-house training facilities and equipment
- Research and recommend new training methods
- All employees are expected to participate in fundraising and volunteer recruitment activities.

SUPERVISORY RESPONSIBILITIES

- Recruit, train and manage volunteer training teams
- Oversee volunteer recruitment, initial training, management, ongoing development and education and retention.

EDUCATION AND EXPERIENCE

- Bachelor's degree required
- Strong work tenure: five to 10 years of experience supporting training initiatives, preferably in a non-profit organization
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.
- Must have valid driver's license and current insurance for light to moderate local travel.
- Must be willing to complete a background check.

SKILLS & QUALIFICATIONS

- An active, growing personal relationship with Jesus Christ as Savior and Lord.
- Compassion for and commitment to providing abortion alternatives to women facing unplanned pregnancies and their unborn babies.
- Personal, professional and public integrity.
- A "team-mindset" to contribute to and benefit from working together with the whole ministry in order to fulfill WRMCSN's mission.
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move weights exceeding 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

FULL TIME, EXEMPT