**Position:** Training Manager

**FLSA Status:** Non-Exempt

**Job Status:** Full Time

**Reports To:** Director of Community Services

**Supervises:** Learning and Improvement Specialist, Critical Time Interventionist

The Training Manager will oversee the activities of the training team, ensuring that a strategic approach is taken to offering training and professional development for the Continuum of Care partner organizations. This role is responsible for designing relevant programs and assessing their impact on staff performance and overall system performance.

**Reasonable Accommodations Statement**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Supervise activities of the training team
* Strong public speaker
* Maintain accurate training records
* Manage the online Learning Management System (LMS)
* Ensure all training policies and procedures reflect the current training process
* Maintain an organized system for training, technical assistance, and consulting requests
* Manage and lead Leadership Academy case manager cohorts
* Maintain necessary approvals for the delivery of CEUs

**QUALIFICATIONS**

* Bachelor's degree or equivalent work experience
* Minimum 2 years of experience developing curriculum and facilitating training
* Minimum 2 years of experience managing and leading teams
* Minimum 2 years of experience assessing, evaluating, and implementing training programs
* Knowledge of the homeless services system is preferred, but not required

**COMPETENCIES**

* Team player and team builder
* Problem solver
* Excellent oral and written communication skills
* Strong analytical and critical thinking skills
* Detail-oriented and polished professional
* Ability to work with individuals from diverse backgrounds
* Organizational and time management skills
* Takes initiative
* Strong interpersonal skills

**WORK BEHAVIORS**

* Represents Tarrant County Homeless Coalition in a professional manner at all times
* Desire and commitment to prevent and end homelessness
* Maintain high ethical standards and professional boundaries
* Establish a respectful relationship with all departments and staff
* Work collaboratively with other personnel and/or service providers or professionals
* Work independently
* Model TCHC values in all interactions and daily work activities

**WORK ENVIRONMENT**

Office setting, mostly seated for long periods of time, walking/standing/lifting may be required. Occasional after hours and off-schedule time will be required to support major projects and special events, such as the annual point-in-time Homeless Count.

**STATEMENT ON DIVERSITY**

The staff, customers, stakeholders, and colleagues of the Tarrant County Homeless Coalition reflect the diversity of our community. TCHC's services conform to Federal Fair Housing Laws and the City of Fort Worth's public policies on non-discrimination. Employees of TCHC are expected to treat all persons with dignity and respect without regard to race, creed, color, sex, religion, disability, mental illness and/ or addictions (diagnosed or not), age, national origin, familial status, source of income, criminal background, sexual orientation, gender identity or gender expression.

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| The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate. |