

NATIONAL INDIAN CHILD WELFARE ASSOCIATION

Job Description Training Manager

Position Title: Training Manager

Supervisor: Director of Events and Training

Department: Operations

FLSA Status: Exempt, salaried

Classification: Regular, Full-time

Location: Portland, Oregon

Salary: \$44,922-\$54,973

Position Summary:

The training manager for the National Indian Child Welfare Association (NICWA) is responsible for ensuring that current, relevant, and accessible training curricula and information related to the health and well-being of Native children, families, and communities is made available to Native communities and tribal programs so they can provide effective services to Native children and families. Projects include, but are not limited to, planning and management of NICWA's virtual and in-person fee-for-service events, annual conference, and training institutes.

Primary Responsibilities:

- Leads regional and virtual training institutes: plans all events, develops budgets, provides onsite and/or virtual support
- Coordinates community-based training (fee-for-service) marketing, site communication, and outreach
- Assists the events and training team in the planning and execution of the annual Protecting Our Children conference through the annual conference life cycle
- Ensures sound management of the fee-for-service and training institute cost center budgets and resources

Essential Functions:

- Assists the director of events and training in leading the annual Protecting Our Children conference planning team by scheduling regular team meetings and coordinates meeting records to make sure the workplan, timeline, and deliverables are met on or before deadline and that the team functions with a high level of organization and accomplishment. Includes many subtasks such as agenda book development, local planning committee formation and facilitation, and volunteer recruitment and coordination
- Leads and ensures sound management of the fee-for-service and training institute cost center budgets and resources, including implementation of conference/training events in accordance with organizational goals and objectives, supplier and consultant contracts to NICWA's best advantage while ensuring compliance with NICWA's established procedures
- Coordinates with presenters and speakers for events, such as training institutes, fee-for-service activities, and meetings with the program department; works with project coordinators to make travel and lodging arrangements; and analyzes evaluations of workshops for use in future planning
- Leads registration process to oversee conference and meeting registration activities for the annual Protecting Our Children conference and other contracted meetings and activities such as online courses
- Creates a variety of marketing and supplemental materials including reports, correspondence related to conference/meeting planning, and monthly newsletters in a professional and timely manner
- Supports virtual training delivery by assisting trainer with facilitation and technology

Additional Responsibilities:

- Performs other duties and assignments as directed

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- Participates in NICWA activities and teams as required

Supervision:

This position works under the direct supervision of the director of events and training. This position does not have any supervisory responsibilities.

Core competencies:

- Models ethics, integrity, and accountability
- Exercises sound judgement
- Adheres to accuracy and quality standards
- Contributes to NICWA's learning community
- Manages workload effectively
- Manages adversity
- Develops strategic perspectives
- Displays professional effectiveness
- Promotes NICWA's mission, vision, philosophy, and goals
- Builds organizational knowledge
- Maintains constituent focus and builds constituent knowledge
- Champions change
- Builds relationships
- Communicates effectively and powerfully
- Fosters collaboration and teamwork
- Inspires and motivates others to high performance
- Abides by NICWA policies, procedures, and organizational structure

Qualifications:

- Bachelor's degree in social work, social services, business management, education, human resources, or related field required
- Four years relevant work experience required
- Strong knowledge of Native culture and social service systems with demonstrated working experience with tribal organizations, tribal service systems, and tribal government structures
- Ability to manage various concurrent projects including, but not limited to annual conference, training institutes, and fee-for-service activities
- Has the ability to analyze data of training and events and move forward accordingly
- Has the ability to communicate both orally and in writing in an effective, professional, and timely manner, including publication-quality editing and authorship
- Ability to learn new software programs easily and explore technology solutions to solve problems
- Demonstrated ability to use a variety of software programs, such as app software, Zoom meeting and webinar software, learning management systems, Constant Contact, and Cvent.
- Demonstrated knowledge, experience, and ability to actively participate in a team environment, both in leadership and peer relations, and motivate others to do the same
- Excellent interpersonal, cross-cultural communication (including listening, writing, speaking), customer service, project management, and time management skills
- Proficiency with operating a variety of office equipment and computer hardware/software applications specifically Microsoft Office products is required
- Ability to analyze and problem-solve

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Travel Requirements:

Travel is approximately 10–15% of the year

Working Environment:

This role operates in an office environment, and routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

Physical Demands:

Frequently involves sitting or standing for long periods of time. May require the ability to lift laptops, files, open filing cabinets, walking, bending, stooping, or reaching. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as exhaustive; duties, responsibilities, and activities may change with or without notice.

NICWA is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, sex, disability, veteran, or any protected status.

To Apply:

To learn more about this exciting opportunity, please join us for a webinar entitled “Job Opportunities at NICWA” on September 2, 2021, at 11:00 a.m. PT by following this link:

https://us02web.zoom.us/webinar/register/WN_FeFogwDsRkeTxceNETibaw

Complete application materials include: a cover letter, resume, and NICWA’s employment application (which can be found at <https://www.nicwa.org/employment/>). Please submit completed application materials to nstewart@nicwa.org by September 10, 2021.

Paper application materials may be mailed to:

NICWA Human Resources Department
5100 S Macadam Avenue, Suite 300
Portland, OR 97239