

JOB TITLE: TRAINING COORIDNATOR
SEXUAL OFFENCES AND DOMESTIC VIOLENCE POLICY UNIT

REPORT TO: Manager, Sexual Offences and Domestic Violence Policy Unit (SODVPU)

MINISTRY/DEPARTMENT: MINISTRY OF HUMAN SERVICES AND SOCIAL SECURITY

PURPOSE: To develop unique training courses and programs for the SODVPU and staff. These duties include speaking with managers and department heads to determine training needs, implementing training programs into the department procedures and review data from previous training programs to determine their success in helping staff to improve skill and efficiency.

KEY OUTPUTS:

- Designing successful training programs for the department.
- Coordinating and successfully executing training courses and programs.
- Timely and accurate reports.
- Oversight of program and prevention officers in the execution of their duties.

RANGE OF ACTIVITIES

1. Create appropriate training programs for all sub-sections in the department including simulations, mentoring, on the job training, professional development classes, etc.
2. Track and create reports on the outcomes of all training and maintain training records for the Unit. This includes reviewing and analyzing instructional effectiveness and prepare reports determining the impact of training on employee skills and how it affects KPIs.
3. Train new hires in Ministry policies and procedures and develop onboarding courses for staff joining the Unit.
4. Gather and evaluate information from employees and management on previous training to identify weaknesses and areas that need additional training.
5. Attend seminars and meetings to learn new training methods and techniques and use the knowledge to prepare, implement and coordinate future training sessions.
6. Delegate training tasks to the program officers, training officers and other staff and evaluate performance.
7. Inform all staff on scheduled training programs and track their progress.
8. Recommend training materials and methods, order and maintain in-house training equipment, items and facilities and manage the budget set for training.
9. Inform employees about available training opportunities to and provide necessary information.
10. Perform yearly needs assessment of the entire department and identify skills or knowledge gaps that need to be addressed.
11. Develop educational aids and materials for the Unit.

12. Collaborate with internal stakeholders and liaise with matter experts regarding instructional design
13. Manage curriculum database and training records
14. Organize train-the-trainer sessions for internal subject matter experts

MINIMUM QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE:

- A Masters Degree in Human Resources, Education or a related field. A Bachelor's degree in the fields identified with a minimum of five (5) years' experience in a management position will be accepted.
Previous work experience as a Training Coordinator, Training Facilitator, Trainer or a similar role in a corporate environment is needed.
- They should have a proven track record of conducting successful training programs. Should be familiar with current and evolving training techniques.
- A background in social work or human services setting, working with victims of gender-based violence is an asset.

JOB RESPONSIBILITIES AND SKILLS

- Excellent time management skills, public speaking skills, problem-solving skills and both verbal and written communication skills
- Proficiency in word processing and presentation software
- Ability to operate media equipment such as projectors and personal computers
- Knowledge about traditional and modern training methods and techniques
- Exceptional organization skills, leadership and interpersonal skills
- Ability to work with a team and have attention to detail
- Knowledgeable about learning management systems, instructional design and e-learning platforms
- Ability to handle multiple assignments and assess and analyze data

RESOURCE MANAGEMENT

Regular supervision of staff is required to ensure training reports when submitted to the Manager are balanced and reflect what the various sections of the Unit are executing. Ordering and maintaining in-house training equipment, items and facilities and managing the budget set for training is needed.

COMMUNICATION

Good lines of communication between the Supervisor and all staff- Managers, Case Workers, etc. Must be able to maintain confidentiality. Strong communication with key stakeholders and other government and non-governmental agencies is required.

WORKING CONDITIONS

The environment requires working beyond the normal call of duty since the nature of GBV case management has its unique challenges. Willingness to work flexible hours as needed, and handle emergencies which may occur daily, nightly, or overnight.