

## Job Description



**Position Title:** Program Manager, Training

**Agency:** Child Abuse Prevention Council of Sacramento

**Reports to:** Chief Program Officer

**Date:** 01/25/2021

**Supervisory Responsibilities:** Training Specialists, Training and Outreach Data Management Specialist, Child Protective Services Liaison/Information & Referral Specialist, and Training and Outreach Program Support

**Classification:** Exempt

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### Program Summary

The Child Abuse Prevention Council of Sacramento (CAPC), an agency of the Child Abuse Prevention Center (CAP Center), is responsible for facilitating and conducting trainings to build the skills and competencies of family strengthening staff and AmeriCorps members who serve children and families in Sacramento County and statewide. Cultural responsiveness and race equity is a foundational value in all CAPC trainings. To this end, the CAPC Training Team provides training in evidence-based models, including but not limited to, Mandated Child Abuse Reporter Training, Parents as Teachers, Mental Health First Aide, Trauma Informed Practices and Ages & Stages, ensuring that trainings are delivered in a culturally responsive manner. Sacramento County's Information and Referral Line is hosted at CAPC as a resource for parents and community members to call for access to information and services for children and families. Resources are also provided to families who are referred to Sacramento County Child Protective Services and do not meet the criteria for child welfare involvement. The Training Team works collaboratively with the Sacramento County Birth & Beyond program to ensure that the training needs of staff and AmeriCorps members are best met. CAPC receives funding to conduct trainings from various local and state agencies, including but not limited to, Sacramento County Child Protective Services, Sacramento County Children's Coalition, First 5 Sacramento, and California Volunteers AmeriCorps programs.

### Position Summary

The Training Program Manager is responsible for the leadership, management, coordination, monitoring, cultural responsiveness, and development of strategies for the effective delivery of trainings, goals, activities and deliverables including, but not limited to, the CAP Center's AmeriCorps programs, Birth & Beyond Family Resource Centers, Mandated Child Abuse Reporter Training, Information and Referral, Parents as Teachers, and other required curricula. The Program Manager supervises the training staff related to these programs, manages and markets training, conducts education and outreach activities, and ensures that training requirements for grant compliance are met. The Program Manager is responsible for working with the training staff to research, design, develop, coordinate and implement evidence-based training curricula related to the prevention of child abuse and neglect. The Program Manager will develop and maintain internal and external collaborative relationships. The Training Manager will ensure training curriculum implementation is accomplished in a collaborative manner by partnering with CAP Center staff, funders, and partners. The Training Manager also coordinates the ongoing training and technical assistance provided to Birth & Beyond Family Resource Centers.

## **Essential Duties and Responsibilities:**

### **1. (50%) Training Program Development, Delivery and Marketing**

- Oversee and develop training needs assessment of collaborative partners and AmeriCorps programs and members.
- Ensure that all training requirements for grant compliance are implemented.
- Lead the Training Team in the inclusion of cultural responsive and race equity in CAPC trainings.
- Oversee the successful implementation of the Parents as Teachers model, affiliate plan, outreach, and training and ensure a positive working relationship with Parents as Teachers national office.
- Conduct targeted outreach, coordinate trainings, and respond to inquiries regarding fee-for-service training for family strengthening organizations, child welfare services, child care centers, and other family support service providers.
- Develop individualized and group training programs that address specific business needs.
- Oversee development and design of marketing materials and actively market training services to potential clients to increase opportunities for the CAP Center
- Oversee the maintenance of the CAP Center's online training registration Learning Management System (LMS), working with the LMS contractor and the CAP Center's IT Assistant to ensure that the system meets the needs of the Training Team and training participants.
- Request and receive feedback from the Training Team and those who use the system on how to improve the LMS. Coordinate system updates with the LMS contractor and the CAP Center's IT Assistant. Create and disseminate a plan to communicate changes in LMS.
- Manage the technologies and technical personnel required to develop, manage, and deliver trainings.
- Work with CAP Center Training Specialists to improve their delivery skills and the quality of trainings delivered.
- Attend and represent the CAP Center at professional conferences and conventions.
- In conjunction with the Mandated Child Abuse Reporter Training Specialist develop an outreach plan to promote Sacramento County's Mandated Child Abuse Reporter Trainings and Sexual Abuse Commercial Sexual Exploitation of Children Trainings. Provide oversight to ensure that outreach, training, and measuring increased participant knowledge and satisfaction contract deliverables are met.
- In conjunction with the Child Protective Services Liaison/Information & Referral Specialist ensure the implementation of the Safe Sleep Baby 2.0 program and that community-based services and supports are provided to CPS's Emergency Response Unit to connect families with children 0-17 years of age

### **2. (20%) Training Research and Development**

- Develop creative and interactive training presentations that are practical, concise, and relevant to partner-agency needs. Revise and edit training curricula and materials as necessary including e-learning and online platforms.
- Acquire and enhance knowledge of family support field and child safety topics through reading, research, conference attendance and participation (as appropriate) on committees.
- Lead the development of Training Leader's guides according to the Training Division template.

- Select and manage resources, including working with both internal employees and training vendors to develop and deliver training.
- Keep updated on training trends, developments and best practices.

### **3. (15%) Training Team Coordination, Delivery, and Oversight**

- Review, revise, and update annually, as needed and in conjunction with the Training Team, the CAP Center's Policies and Procedures Training Manual that provides guidelines for consistent and uniform delivery of training services.
- Conduct weekly regular supervision with and provide ongoing support to Training Project Managers, Specialists, Liaisons, Coordinators, and Program Support as needed and foster effective communication between training, project and management components.
- Coordinate with the Training Team on setting and implementing the training calendar.
- Assist training team with training preparations including room set up, preparing materials, etc.
- Coordinate with the Training Team and partners to assess needs, conduct and assess trainings, and provide information and materials.
- Prepare, plan and oversee the delivery of training workshops within Sacramento County and statewide as needed.
- Conduct Mandated Child Abuse Reporter Trainings.
- Conduct field reviews and provide feedback for improvement to CAPC Trainers on both curriculum and presentation.
- Oversee the use and analysis of evaluations from training participants of all training sessions. Lead continuous quality improvement in training delivery and content, learning from training participant evaluations.
- Coordinate follow-up support to training attendees and their supervisors and managers as needed.

### **4. (5%) Budget Management**

- In conjunction with the Chief Program Officer, develop program budgets.
- Monitor budgets, ensuring grant compliance.
- Participate in monthly review and recommendation to Chief Program Officer regarding distribution of funds across training deliverables, equipment, personnel, etc.

### **5. (5%) Internal and External Collaboration**

- Attend coalitions, conferences, and networking events to build and promote positive relationships with subject-matter experts, family strengthening agencies, and community-based organizations to assess training needs of local and statewide social service networks.
- Attend and actively participate in partner and external/internal CAP Center meetings and committees by providing knowledge and expertise as necessary.
- Serve as a member of the CAP Center Program Leadership Team, coordinating and partnering together on training and program activities to ensure related CAP Center program requirements and areas of shared work are accomplished in a collaborative manner.
- Work collaboratively and maintain positive working relationships with Birth & Beyond collaborative partners, Sacramento County Child Protective Services, Children's Coalition, Department of Human Assistance, First 5 Sacramento, other funders, and other collaborative partners to ensure the successful delivery of trainings.

- Work collaboratively and positively with other CAP Center teams, including but not limited to: AmeriCorps programs, Safe Sleep Baby, Black Infant Health, Birth & Beyond, Strategies TA, Cal OES Coalition for Victims of Child Abuse program, Child Death Review Fetal Infant Mortality Review, and Fiscal, providing support as needed.
- Develop and maintain positive working relationships with child abuse prevention and family support/strengthening agencies statewide and locally.
- Participate in the CAP Center's Program and Collaborative Team activities, work groups, and other areas of shared work.
- As requested, participate in meetings, convening's, and networking events to promote positive relationships with social service agencies and community-based organizations.

#### **6. (5%) Other Duties**

- Participate in and support CAP Center strategic planning, program development, grant writing, coordination and collaborative activities, and special events.
- Assist with special CAP Center projects including, but not limited to, grant proposals, program reports, press releases, assembly of documents, meetings, special events, and other in-person or virtual events.
- Acquire and enhance knowledge of existing, new, and emerging trends through reading, trainings, research, conferences, and participation on committees, as well as local and state-wide projects by participating in site visits and through occasional, direct interaction with partners and AmeriCorps members in service (e.g. shadow a home visitor).
- Perform other duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience**

- Master's Degree from a four-year college or university required in the areas of Social Work, Public Health, health related or social science field preferred.
- Five years of experience designing, developing, and delivering a training program and individual trainings.
- Three years of supervision experience and leading a training team in designing, developing, and delivering trainings and providing professional development trainings to increase the skills and competencies of trainers.
- Certification in evidence-based home visitation programs such as Parents as Teachers, or related curriculum preferred.
- Experience in developing, designing, and delivering culturally responsive curricula preferred
- Grant and budget management experience preferred.
- Experience with developing and maintaining positive partner relationships with community and collaborative public/private agencies.
- Grant writing and funder report writing experience preferred.
- Experience in the child abuse prevention field preferred.
- Excellent critical thinking and problem-solving skills.
- Excellent interpersonal, verbal, and written communication skills.

### **General Knowledge**

- Solid research skills and instructional savvy to create and present clear and effective instructional content.
- Knowledge of the child abuse prevention, family strengthening and protective factors fields.
- Knowledge of home visitation, parenting education, and family strengthening required.
- Must be able to read, write, speak and understand the English language.
- Must have excellent writing, editing, and proofreading skills.
- Must be proficient in Microsoft Word, MS Excel, MS Project, Access, Outlook, PowerPoint, web navigation techniques, and database navigation.
- Ability to operate office equipment such as fax machine, postage meter, copy machine, etc.
- Basic mathematics including addition, subtraction, division and multiplication
- Ability to maintain a professional and confidential work environment.

### **Organizational Ability**

- Ability to motivate and coordinate the work of a team.
- Strong attention to detail.
- Skill in organizing resources and establishing priorities.
- Excellent ability to manage multiple simultaneous tasks and competing deadlines in an efficient manner.
- Excellent organizational and administrative skills and ability to organize, manage, and complete multiple tasks in an efficient manner, which may require short completion times and competing deadlines.
- Ability to develop and maintain record keeping systems and procedures.
- Ability to work in a fast-paced environment and to adapt easily to change.
- Ability to be a self-starter.

### **Communication and Relationship Skills**

- Ability to establish and maintain good working relationships, both internally and externally.
- Excellent verbal and written communication skills.
- Ability to lead and support a team positively and professionally and to work effectively in a strength-based manner in a team, including asking for, receiving, and offering, support when needed.
- Ability to work in a culturally affirming manner and be culturally responsive with, individuals and teams of diverse economic, social, educational, and cultural backgrounds.
- Ability to maintain a professional, confidential work environment.
- Ability to work through highly emotionally meeting topics and confidential information with care and professionalism.
- Recognize the need for self-care in effectively managing work duties.
- Able to communicate in a professional and courteous manner at all times.
- Ability to work with and support highly emotionally people in a professional and courteous manner.
- Ability to deal with stressful situations
- Ability to effectively coordinate and facilitate meetings and trainings.

**Analytical Skills**

- Excellent problem identification, coaching, mediation and resolution skills.
- Ability to work through complex situations and to collaborate effectively with personnel in order to provide timely and effective problem resolutions.
- Ability to set work priorities.
- Ability to develop, plan, and implement short-, mid- and long-range goals.

**Physical/ Psychiatric Requirements**

- Must be able to report to work on a regular and reliable basis.
- Ability to lift, carry, push and pull up to 20 pounds.
- Able to deal with stressful situations.

**Other Qualifications**

- Must be available to work a flexible schedule, which may include day, evening, night, or weekend hours.
- Must possess a valid California Driver's License, a reliable automobile and auto insurance.
- Must be able to travel between sites and to offsite events as needed.
- Must pass a Criminal History check consisting of: DOJ and FBI checks, a search of the National Sex Offender Public Website (NSOPW) as well as Truescreen and Fieldprint.

**Please send cover letter, resume and salary requirements to:**

The Child Abuse Prevention Center  
Attn: Human Resources  
4700 Roseville Road North Highlands, CA 95660  
Fax: 916-244-1935  
E-mail: [jharris@thecapcenter.org](mailto:jharris@thecapcenter.org)

***Equal Opportunity Employer***

*The Child Abuse Prevention Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*