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| **Job title** | *Member Program Development and Training Coordinator* |
| **Reports to** | *Director, Programs* |
| **Salary range** | $63,000 to $73,000 |

**Job purpose**

The primary responsibility of the ACWS Member Program Development and Training Co-ordinator is to support ACWS members and their partners in advancing our collective efforts to enhance shelter responses to domestic violence. This position will focus on shelter knowledge and expertise with respect to informed service delivery to achieve [ACWS’ strategic goals](https://acws.ca/who-we-are/). The position will build synergies between ACWS and its members by

1. Developing, supporting and encouraging member engagement
2. Planning and co-ordinating regional and province-wide training programs and events that meet ACWS program objectives and are responsive to our members’ training goals;
3. Developing forums of support that foster a learning culture through knowledge transfer and transformational change;
4. Providing oversight and direction to projects that enhance shelter practice
5. Expanding the scale and reach of current ACWS training programs.
6. Developing online learning courses
7. Encouraging collective ownership of ACWS initiatives.

This key ACWS role is responsible for program and project management to develop, deliver, and evaluate sustainable training models and implementation plan. It is important that this position remains current on emerging issues and trends in the field of violence against women and those issues relevant to our members.

The Member Program Development and Training Co-Ordinator works closely with the senior management to support the organization in engaging members, increasing public awareness, relationship management with members and stakeholders and supporting its fund development objectives.

**Duties and responsibilities**

This position reports to the Director of Programs. All duties and responsibilities of this position require building relationships with members and their partners, encouraging their participation, creating focus, developing key milestones and timelines, and using evaluation as a tool for learning and marking progress.

1. Member Training Model and Plan

Facilitates work with ACWS members to further develop the Sustainable Training Plan and Model, which acknowledges six elements that informs a cultural shift in shelter service delivery with associated promising practices:

* + Ethics
  + Trauma Informed Practice
  + Leadership
  + Indigenous Lens
  + Inclusive Practices, including the needs of children
  + Women Centred

This will include identifying member and organizational expertise to further inform the delivery, model, and content of the sustainability training model and plan.

1. Training Materials, Resources and Delivery

The Program Development and Training Co-ordinator will work with the Shelter Education and Training Committee and co-ordinate both internal expertise, and external expertise to:

1. Create tools and professional development opportunities to support ACWS’ efforts to end domestic violence. Examples of responsibilities in this area include:
   * Update the environmental scan of current training available and applicable to shelter workers;
   * An ongoing analysis of shelter training needs based on environmental scans and member knowledge and practice;
   * Identify and articulate shelter core competencies;
   * Coordinate and support implementation of emerging and promising practices according to member priority and as identified in the Training Model and Framework.
2. Scale-up and expand existing training tools and resources within the context of a sustainable training model and associated framework. Examples of responsibilities in this area include:
   * The application of the danger assessment and other assessment tools
   * The review and update of the ACWS Ethical Moral Framework and the ACWS Aspirational Standards;
   * Update and strengthen existing training manuals and resources
   * Develop recommendations for and supports the implementation of delivery mechanisms , (e.g., webinars, discussion forums, train the trainer, learning management systems, etc.);
   * Develop ACWS online training and our learning management system (LMS)
   * Play a lead role in planning and implementing an ACWS Outcomes Conference (held each 2-3 years).
   * Support strong board governance practices.
3. Coordinate and execute training as required for shelter board members, staff, volunteers and other stakeholders, as it pertains to the sustainability and training model and plan. Examples of training sessions that the Program Development and Training Co-Ordinator is responsible for coordinating, or delivering may include:
   1. Anti-racism and anti-opression\*
   2. Human Rights\*
   3. Conflict Resolution\*
   4. Working with Indigenous populations; connecting with Indigenous communities and related initiatives\*
   5. Board and leadership development
   6. Case management practice
   7. Child support/Children Exposed to Domestic Violence
   8. Workplace safety
   9. Trauma
   10. Ethics
   11. Danger Assessment
   12. Evaluation

d) Support the development of a Training Institute that will:

* + Provide training specific to shelter work and domestic violence
  + Support financial sustainability
  + Create opportunities for unique collaboration between programs/research
  + Provide access through blended/online programming

The Member Program Development and Training Co-ordinatorwill partner with the ACWS Leading Change program to identify synergies and support shelter capacity to educate communities as part of their community mobilization work.

In supporting community collaborative response, this position will work with members to identify and encourage the involvement of local and provincial stakeholders as appropriate.

This position will also identify various grant opportunities and develop grant proposals related to the training model and plan.

1. Project Management

Provide oversight of relevant projects related to this functional area (currently Building Collective Capacity and Enhancing Assessment Tools for Women-Centered Practice with Survivors of Domestic Violence), ensuring that the key elements of the training plan are incorporated into the roll out of any projects.

1. Administration
2. Prepares reports for funders, members and others as identified by the Director of Programs
3. Tracks progress and notifies the Director of Programs of issues/concerns that may impact sustainability of the training plan and model(s)
4. Support the evolution and monitoring of the Member Contribution Fund
5. Ensure support to relevant member committees (i.e., Education and Training Committee)
6. Support budget development; monitor revenue and expenditures with a view of creating sustainability.
7. Support consultant selection, management and reporting in accordance with ACWS policies.
8. Effectively and accurately communicate relevant project information to relevant stakeholders.
9. Plan, chair, and coordinate meetings and records of meetings.
10. Work closely with the Manager of Finance, IT, and HR to support staff training and ACWS compliance with occupational health and safety requirements.
11. Ensure project goals, with associated ACWS objectives, policies and procedures are met, and provide recommended changes to the Director, Member Programs and Services.
12. Contribute to ACWS mission, goals and plans.

Work with other staff members to ensure that record management practices are adhered to and that the organization’s data bases are kept up to date, with contacts and training events tagged as appropriate.

**Core Competencies**

* Strong knowledge of shelter programming and curriculum development
* Applies understanding of gendered analysis
* Demonstrates excellent communication and training skills
* Readily applies adult leaning principles and an understanding of different learning styles in training development and delivery
* Gathers, synthesizes, integrates and interprets multi-faceted information from a wide range of sources and perspectives
* Establishes and maintains effective working relationships with others
* Positively influences conflict identification and resolution through facilitation, negotiation and mediation
* Knowledge of curriculum development and associated materials
* Willingness to work within feminist anti-oppressive and anti-racist frameworks and actively engage in ongoing learning about these frameworks.
* Contributes to the wellbeing of the ACWS organization.

**Qualifications**

The successful candidate will have a post-secondary degree in Social Work, Education or Psychology. A Certificate in Adult Education is preferred but not required. A combination of experience and education will be considered for applicants with a minimum of 5-10 years combined related professional experience and education.

The preferred candidate:

* Has a practice background in violence against women and/or children exposed to domestic violence
* Has knowledge of models to achieve training sustainability
* Has knowledge and experience in the provision of services to Indigenous women and children
* Has experience with developing and providing training
* Has experience in programming workshops, symposia, and knowledge exchange
* Has significant experience working collaboratively
* Is proficient in the use of Microsoft Office software and learning management systems
* Holds a valid driver’s license; and
* Is willing and able to travel throughout Alberta on a regular basis.

**working conditions**

The Member Training and Program Development Advisor will work primarily from the ACWS offices. Hours of work are 7.5 hours per day, Monday to Friday, during regular office hours (8:30 - 4:30).

**Physical requirements**

This position requires spending significant periods of time working at a computer and talking on the telephone. Travel to various areas of the province on a regular basis is required.

**Direct reports**

This position may have direct reports.