



**JOB TITLE:** Training Manager  
**DEPARTMENT:** CXO/Process Excellence  
**CLASSIFICATION:** Exempt

**REVISED:** 6/22

## POSITION DESCRIPTION

### SUMMARY:

The Training Manager is an at-will position that reports to the Chief Experience Officer. This position will be responsible for facilitating or overseeing facilitation of training, evaluating and revising training plans and materials, and managing training vendor relationships in order to foster a skilled, competent and trained workforce and furthering our purpose – helping people move from crisis to hope. This position will work closely with program leadership, clinical leadership, and employees to ensure course content is relevant and effectively presented to staff. The Training Manager must maintain expert level competency with the learning management system, provide staff support on its use, and run and monitor reports. Although Common Ground’s technical trainers do not report into this position, strong collaboration is a must. Please note that this is a **hybrid** position – Training Manager is welcome to be in the office every day, but every day in the office isn’t mandatory; 1-3 days per week in the office is expected as some work, training facilitation and meetings may require periodic in office work times.

### ESSENTIAL JOB FUNCTIONS:

- Translate organizational priorities into effective learning solutions. Identify and implement innovative learning solutions in support of those priorities.
- Develop, implement, and monitor training programs within Common Ground. Ensure training requirements are known, monitored, and communicated, including CPR/First Aid and Welle Training.
- Work with leaders to identify and prioritize training needs and partner on the development of training plans which are based on evidence-based practices and trauma-informed care.
- Provide logistical support, course development, delivery, evaluation, and cost management. Content delivery/facilitation will be split between vendors and the Training Manager.
- Evaluate the needs of the organization and identify performance gaps and training solutions
- Administer learning management system and develop plans, track/report learning and respond to user inquires.
- Prepare and monitor training budget.
- Build and promote a continuing education training program and leadership development program.
- Effectively manage projects and timelines to ensure timely delivery of training content.
- Manage and evaluate training vendor performance and improvements.
- Assist in planning both short and long-term strategic training objectives
- Stay current on industry best practices, trends, and technology regarding learning solutions.

### RELATED JOB FUNCTIONS:

- Partner with Chief Experience Office and HR Director on new training initiatives.
- Partner with HR colleagues with orientation and onboarding.
- Analyze data related to learning solutions and outcomes.
- Identify opportunities for continuous improvements.
- Perform other job-related duties as assigned.

**SUPERVISION:** Supervision of training vendors and independent contractors.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

#### KNOWLEDGE OF:

- Solid background of training experience and knowledge of adult learning
- Learning Management Systems
- Common Ground’s programs and services (preferred)



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**SKILL TO:**

- Process, results, and detail oriented; strong analytical and organizational skills are a must
- Demonstrated ability to manage multiple projects/tasks simultaneously and to react to shifting priorities to satisfy employee and business needs
- Exercise exceptional initiative, judgement, and customer service focus
- Demonstrate analytical skills, organization, and attention to detail
- Demonstrate intermediate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint, Teams and Outlook)

**ABILITY TO:**

- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Understand the organization, cultural dynamics, and strategy through building and maintaining relationships with managers and peers.
- Make effective decisions and work independently
- Train and motivate team members
- Communicate effectively, both verbally and in writing
- Interpret and communicate policies and procedures
- Effectively handle multiple projects simultaneously
- Demonstrate customer service focus, with the ability to relate and interact with all levels of the agency and vendors

**REQUIRED EDUCATION AND EXPERIENCE:**

- Bachelor's Degree - preferably in a related field
- Experienced in launching or guiding learning/training programs (3+ years preferred)
- Prior experience with instructional design and training methods (highly preferred)
- Project management throughout the entire project lifecycle
- Experienced in overseeing vendor delivery (highly preferred)
- Experienced with working with a LMS
- Certified in CPR, First Aid and/or Welle Training is a plus.

**ESSENTIAL REQUIREMENTS:**

**Physical Requirements:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

**Environmental Working Requirements:**

Work is done in an office environment with exposure to computer screens; Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

**Other Requirements:**



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The agency may in its sole discretion fill this position on a full-time, part-time, or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.

Common Ground is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Human Resources Witness \_\_\_\_\_ Date \_\_\_\_\_