



Job Title	Trainer, DSS Anti-Bias/Trauma Informed Training Initiative
PVN ID	PS-2007-003634
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Professional Education and Workplace Lea
Status	Full Time
Annual Salary	\$80,000.00 - \$90,000.00
Hour(s) a Week	35
Closing Date	Aug 25, 2025 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

CUNY SPS provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers. Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited online degree and certificate programs for students who want the flexibility and convenience of online education.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

A CUNY SPS Trainer, DSS Anti-Bias Training Initiative, is being sought to support on-going facilitation of a new city-wide initiative to train 17,000 Department of Social Service staff on anti-bias and trauma-informed practice course curriculum. Trainers are responsible for delivering Virtual Instructor Led Training (VILT), webinars, eLearning, in-classroom and blended training.

Other Duties

Reporting to the Training Manager , the Trainer will:

- Serve as one of the lead trainer/facilitators providing Anti-Bias Trauma Informed training for employees across a city agency.
- Facilitate conversations around equity, e.g., power, privilege, trauma, and discrimination based on race, ethnicity, language, socioeconomic position, sexual orientation, gender identity, and gender expression.
- Deliver formal training through various modalities including eLearning, Virtual Instructor Led Training (VILT), webinars, in-classroom and blended training models to maximize training experience.

- Use internet-based software programs: Zoom, LMS, Webex, to conduct complex virtual training classes virtual courses and webinars.
 - Work with identified city agencies to translate core concepts into relatable training sessions customized to your audience.
 - Provide relevant input to the training strategy and the development of future trainings to address learner needs and identified agency goals.
 - Participate in train-the-trainer and debrief sessions to fully understand the goals of the learning program, assess learner needs and develop strategies to enhance the quality of training delivery.
 - Use knowledge of adult learning and communication techniques to effectively facilitate courses meeting high standards of quality.
 - Steer conversations about the learning material and extract varied insights from participants.
 - Perform work both onsite and remotely, traveling to identified training locations within the five boroughs as required.
 - Coordinate the implementation of evaluation tools to gauge effectiveness of the learning programs and knowledge transfer.
 - Participate in professional development sessions to improve platform and classroom management skills while applying the principles of adult learning methodology.
- Modify instructional plans and approaches in response to feedback. • Other duties as assigned.

Qualifications

Minimum requirements for the position:

- A Bachelor's degree is required; graduate level coursework in the fields of Social Work, Psychology or related fields, or a Master's degree in these fields is preferred.
 - Advanced knowledge of Anti-Bias Trauma Informed content and ability to effectively turn-key that information to adult learners through diverse training methods.
- A minimum of four (4) years full-time experience directly related to facilitating adult educational and/or training programs with technical or business process-related content. • Demonstrated experience in delivering Virtual Instructor Led Training (VILT), webinars, eLearning, in-classroom and blended training. • Understanding of cross-cultural, international, and diversity communication theories.
 - Excellent interpersonal, oral and written communication skills.
- Experience working on a diverse team, and with diverse constituencies of various social, cultural, economic and educational backgrounds. Ability to deliver instruction that is engaging and effective, utilizing adult learning techniques to instruct adult participants with a diversity of learning styles and abilities.
 - Knowledge of instructional media in the areas of video, film, and slide presentation, and the ability to create stand-alone presentations and/or to incorporate them into training modules.
 - Proficiency in Microsoft Office products (Word and PowerPoint) needed to produce and utilize effective presentations, reference materials, and end user instructions.

· Ability to respond effectively to feedback and adjust teaching strategies and style to motivate students and to respond to their needs. · Adept in managing the classroom environment, including off-site locations. · Can work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities. · Knowledge of government operations, human services, and/or child support programs, a plus.