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<b>Job Title</b>	Training Manager, DSS Anti-Bias/Trauma Informed Training Ini
<b>PVN ID</b>	PS-2303-005500
<b>Category</b>	Instruction and Social Service
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$95,000.00 - \$95,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jan 08, 2024 (Or Until Filled)

## General Description

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### About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most online bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 degrees and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by U.S. News & World Report for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

Within and created at the same time as CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

### Position Description:

A Training Manager, DSS Anti-Bias Training Initiative, is being sought to support the launch and on-going implementation of a city-wide initiative to train 17,000 Department of Social Service staff on anti-bias curriculum. The Training Manager works closely with Director and project stakeholders to develop, manage, and execute a robust training schedule including Virtual Instructor Led Training (VILT), webinars, eLearning, in-classroom, and blended sessions of curriculum throughout NYC.

## Other Duties

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Reporting to the Program Director, the Training Manager will:

- Directly supervise project Trainers and Training and Evaluation Coordinator
- 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
- Create, implement, manage and triage a robust training schedule for the delivery of Virtual Instructor Led Training (VILT), webinars, eLearning, in-classroom and blended training to maximize training goals throughout NYC boroughs
- Manage all classroom facilitation to ensure implementation of training delivery methods and standards are successful across courses
- Establish and oversee classroom management protocols, resolution of training/classroom-related issues; liaise with DSS stakeholders to ensure consistent and high-quality training environment
- Manage eLearning and general course implementation, including registration and reporting
- Establish and oversee process to catalog all session information including, but not limited to, document versioning, session logs, issues/risks, etc
- Establish and manage all end-of-course activities
- Manage classroom preparation, including oversight of the printing budget
- Obtain, organize, or develop training procedure manuals, guides, or course materials, such as handouts or visual materials
- Assist the Project Director with project-wide strategic planning including, but not limited to, knowledge transfer (i.e., train-the-trainer sessions), staff resource assessments, training roll-out and course facilitation scheduling
- Provide input to the training strategy and the development of future training to address learner needs and identified agency goals
- Use project management techniques to ensure that training deliverables are produced on time, within budget, and to specified scope
- Perform work both onsite and remotely, traveling to identified training locations within the five boroughs as required.
- Support the Project Director and Deputy Directory with special projects
- Other duties as assigned

## Qualifications

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**Minimum qualifications for the position:**

- Master's degree in related field preferred. Bachelor's degree required.
- A minimum of four (4) years, full-time experience directly related to the management of training programs.
- Demonstrated experience and knowledge of adult learning principles.
- Demonstrated success in managing and facilitating adult learning programs including eLearning/VILT.
- Advanced knowledge of Anti-Bias Trauma Informed content and ability to identify whether the information is effectively turn-keyed to adult learners through diverse training methods.
- Demonstrated success with LMS oversight, vendor communication and the use of internet-based software programs for virtual learning.

- Experience supervising training teams and Train the Trainer models of onboarding.
- Excellent oral and written communication skills, interpersonal skills and demonstrated ability to interact professionally and build capacity among colleagues from culturally diverse backgrounds and in different project settings.
- Strong writing skills needed to review and produce clear and concise materials.
- Ability to work independently, creatively, and collaboratively in a fast-paced, demanding, and complex work environment; an ability to carry out complex assignments and adapt to changing situations and priorities.
- Excellent analytical, critical thinking and problem-solving skills with attention to detail.
- Proven ability to organize diverse activities and manage multiple projects at once, observing schedules and project policies.
- Strong computer skills, and a knowledge of Microsoft Office (Word, Excel, PowerPoint) are required.
- Knowledge of governmental operations, human services, and /or child support programs, a plus.