

## JOB DESCRIPTION

Position Title: Training Manager

Department: Prevention, Education & Advocacy Services

Reports To: Prevention, Education & Advocacy Services Director

Status: Non-Exempt

Hrs/Schedule: Generally Mon - Fri, 8:30a-5:30p 40hrs/wk; some weekend and evening hours required.

EEO: 2 WC: 8742

Wages: \$24.04/hour (\$50,000/year)starting

Category: Regular Full-time

Location: East County Office

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**CCS Summary:** *Since 1969, Center for Community Solutions (CCS) has been creating safe and healthy communities with a core emphasis on the prevention and intervention of sexual assault and relationship violence. Our mission is to end relationship and sexual violence by being a catalyst for caring communities and social justice. CCS is an equal opportunity employer that strives to create an inclusive environment and a diverse workforce from all backgrounds, abilities, and cultures.*

**Position Summary:** Coordinates scheduling and implementation of California state-certified DV/SA Crisis Intervention Training and ongoing training for staff and volunteers. Produces professional high-quality training materials and uses a wide array of teaching, training, and evaluation strategies to ensure fidelity in the implementation of selected practices. Responsible to be knowledgeable and capable of training staff and volunteers to carry out training associated with grant projects and objectives. Conducts ongoing research and supports direct service to gain a foundation for practical application of training topics. Provides technical assistance to support CCS staff in their roles as consultants on intimate partner violence and sexual assault intervention and prevention to community-based agencies. Assists in the development and implementation of evidence-based practices for CCS staff and volunteers. With the support and input of leadership staff, responsible for the development and implementation of an agency-wide training plan.

- Achieve and maintain certification through California Governor's Office of Emergency Services (Cal OES).
- Manage and facilitate Cal OES-approved Crisis Intervention Training at a minimum of 4-5 times each year.
- Manage and facilitate monthly ongoing trainings for staff and volunteers in support of Cal OES requirements.
- Collaborate with Volunteer Program Manager to ensure volunteer and staff ongoing certification.
- Coordinate additional training needs of staff and volunteers across programs.
- Develop curricula, training materials, and evaluations for customized training topics.
- Develop, train and evaluate staff on core competencies and essential skills using activity-based evaluations.
- Train at community organizations and partner agencies, as needed.
- Present via webinars and conferences, and build CCS profile and visibility, as interested and available.

### Essential Job Functions:

*1. Crisis Intervention Training: Schedule and coordinate Cal OES-certified Crisis Intervention Training for CCS staff and volunteers.*

- Coordinate Cal OES-certified Crisis Intervention Training and ongoing trainings for CCS staff and volunteers including scheduling speakers, coordinating space and materials, providing training and processing activities, and documenting trainee participation.
- Assist CCS and other speakers in the development of training units and creation of professional training materials, including handouts, PowerPoint presentations, experiential exercises, and practical application tools.
- Provide training to staff and volunteers, incorporating didactic education, experiential activities, simulations, modeling, co-facilitation, and live observation and debriefing methods to ensure skill development and fidelity of implementation.
- Conduct evaluation of training and speakers to be used for continuous quality improvement.

*2. Best Practice Training: Assist in the development and implementation of best practices training with guidance from CCS leadership staff:*

- Achieve and maintain expertise in implementing evidence-based trainings and practices, including but not limited to Motivational Interviewing, Trauma Stewardship, Community Resiliency Model, and Jacquelyn Campbell’s Danger Assessment, as directed.
- Maintain a foundation of knowledge and skills in the practical application of selected evidence-based practices through the following direct-service activities: shadowing CCS staff during program activities, providing training and education in the community as directed, and support direct service staff.
- In cooperation with CCS leaders, provide training and technical assistance to CCS staff to help them develop outreach tools and professional presentations for use in their role as community consultants.
- Conduct periodic research on best practices and training methods and incorporate into training program.

*3. Teamwork and Community Relations:*

- Provide professional, courteous service to all clients to create an atmosphere of empathy, safety, and support during encounters.
- Work to eliminate barriers to service, particularly for survivors from historically oppressed communities.
- Maintain a working knowledge of referral resources.
- Participate in various team meetings and supervision meetings as directed.
- Participate in interdisciplinary cross-trainings with other CCS programs, law enforcement, and other community partners as requested by supervisor.
- Carry out other projects/tasks as necessary to ensure program and organizational success.

*4. Upholding Program Standards*

- Promote the safety and well-being of clients by modeling and encouraging healthy communication, safety-focused decision-making, and acceptance of diversity.
- Meet agency standards in regards to professionalism, safety, and service delivery when interacting with clients, community members, agency staff, and the general public.
- Ensure ongoing familiarization with all CCS programs and services, including eligibility requirements, in order to answer basic questions and refer clients accurately.
- Work as a team with all other CCS departments to provide comprehensive client services when needed. Participate in cross-training and team collaboration efforts as necessary.
- Maintain client confidentiality by protecting client information and ensuring that appropriate paperwork is understood and completed by clients (e.g. consent for services forms and release of information forms when collaborating with other programs/entities). Adhere to agency policies and protocols related to the security of electronic client service records.
- Follow agency protocol for maintaining timekeeping records in required formats. Submit timesheets and personnel and departmental paperwork (e.g., check requisitions) according to agency standards and due dates.

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**Essential Job Requirements:**

**EDUCATION**

- Minimum of a bachelor’s degree in education, public health, social services or related field, or equivalent combination of education and experience.

**EXPERIENCE**

- Demonstrated crisis intervention and prevention experience with at least two years working with adult and youth impacted by intimate partner violence, sexual assault, stalking, or trauma.
- Minimum two years of experience training individuals and/or groups, or in group facilitation.
- At least two years of experience providing intersectional trainings or providing services in a multi-cultural environment.

**REQUIRED SKILLS, KNOWLEDGE, SPECIALIZED TRAINING**

- Completion of CCS’ California Governor’s Office of Emergency Services-certified Domestic Violence/Sexual Assault Crisis Intervention Training required (or must be completed upon hiring). Establish and maintain “Domestic Violence and Sexual Assault Crisis Counselor” status as defined by California Evidence and Penal Codes and maintain current knowledge of crisis intervention by attending and providing documentation of ongoing trainings as directed.

- Knowledge of the clinical, social, and environmental dynamics and interventions associated with intersectional IPV/SA/trauma.
- Mastery-level skills in training and facilitation techniques, and an understanding of interactive training approaches. Ability to teach and develop people with varied learning styles.
- Ability to develop compelling curriculum that can be easily used by other professionals.
- Excellent time-management skills. Ability to prioritize tasks, manage time, contingency plan, and complete projects in a fast-paced, changing environment with minimal supervision.
- Demonstrates forward thinking, anticipates potential outcomes, makes necessary adjustments, executes fully on program/project objectives with minimal supervision
- Strong teamwork skills and ability to build rapport and connect with individuals at all levels, both inside and outside the organization.
- Computer skills to include mastery of Microsoft Office applications, especially Word, Excel, Publisher, and Power Point as well as internet and online journal research. Comfort in computer network environment.
- Technology skills including using and troubleshooting laptop, projector, Smart Board, audio, and video for training purposes.
- Strong oral and written communication skills and positive interpersonal skills that include self- reflection, setting boundaries, and processing difficult topics.
- Must demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicity, sexual orientation, abilities, gender, and religious backgrounds and an ability to work collaboratively in an ethnically, linguistically, and culturally diverse environment.

**PREFERRED SKILLS & QUALIFICATIONS**

- Knowledge of evidence-based intimate partner violence, sexual violence, trauma and/or public health prevention and intervention methods, models, and theories and ability to contribute to institutional knowledge on the subject.
- Ability to incorporate use of the arts in training and processing methods.
- Skill in Adobe Creative Suite and webinar programs.
- Oral and written fluency in Spanish or Arabic.
- Master’s degree in education, public health, social services or related field, or equivalent combination of education and experience.
- Experience with developing and enhancing community collaborations.

**PRE-EMPLOYMENT REQUIREMENTS**

- Department of Justice FBI-level Live Scan criminal background check.
- TB test showing negative for infectious tuberculosis.
- Negative drug-screen test.
- Access to reliable transportation available for job-related duties, valid California driver’s license, and proof of automobile insurance.

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

- Ability to drive personal vehicle for long periods to serve worksites in various locations of San Diego County.
- Ability to sit and stand for prolonged periods.
- Ability to work in intimate partner violence, sexual assault and stalking fields, which at times inherently create safety concerns.
- Ability to sit and stand for prolonged period.
- Ability to lift and carry up to 20 pounds.

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**To Apply: Please submit resume and cover letter to [Mdownes@ccssd.org](mailto:Mdownes@ccssd.org)**