



<b>Job Title:</b>	Training Services Program Manager
<b>CCFH Program:</b>	Training Services
<b>Location:</b>	Durham, NC
<b>Position Type:</b>	Full-Time
<b>Position Type:</b>	Training Sustainment Manager

**JOB DESCRIPTION**

**Occupational Summary:**

The Training Services Program Manager is responsible for administrative and data management components of the training program, and acts as a liaison between CCFH and outside agencies requesting training. The position performs all activities related to the coordination of multiple trainings, including design and maintenance of tracking systems, data collection and reporting, scheduling and logistics management, documentation of project activities, and communication with clients, and CCFH faculty, leadership, and finance department. The Training Services Program Manager should maintain an understanding of the content and application of CCFH’s extensive training catalog and the requirements of a sustainable training program.

**Work Performed:**

*Client Engagement & Training Coordination*

- Develop and maintain familiarity with the trauma-informed interventions and implementation practices on which CCFH provides expert training, as well as the continuum of training modalities available
- Serve as primary point of contact for training requests and respond effectively to all inquiries, including:
  - Appropriately routing the training request within CCFH
  - Ensuring potential clients receive clear, timely, and helpful information from initial inquiry through the completion of a contract
- Assist in the creation and routing of training contracts to ensure contracts reflect the agreed upon scope of work and contract stipulations meet the requirements of the primary funding source and CCFH
- Manage a variety of logistical arrangements for training events and follow-up activities

*Data Management & Reporting*

- Collaborate in the development and maintenance of internal systems for tracking a wide variety of training program documentation and metrics
- Implement processes for data collection and data entry
- Create summary reports and present training data as needed or requested

*Program Support*

- Collaborate with training management team, training faculty, and staff to support continuous development, quality improvement, and implementation of various training modalities across the Training Division
- Collaborate with training management team and finance department to:
  - Ensure contract invoicing is accurate and completed within scheduled timeline
  - Track training expenditures and revenue
  - Assist in the development of contract/grant budgets including creating cost and time-models
- Assist in the planning and facilitation of team meetings at various frequencies and with different audiences
- Provide additional project management support to CCFH project teams and programs as needed



- Manage the graduate internship program, to include:
  - Communications with universities and prospective interns
  - Intern application and intake processes
  - Coordination of didactic seminar programming
- Assist in the development of promotional materials and resources as needed
- Contribute to an inclusive and positive work culture by participating in relevant discussions to advance CCFH diversity, equity, and inclusion goals

The above statements describe the general nature and level of work being performed by individuals assigned to this role. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so assigned.

#### **Qualifications & Skills:**

##### Education/Training

- Bachelor's degree in relevant field (e.g., public health, social work, psychology, management); **Master's degree in related field strongly preferred**

##### Experience

- Minimum 2 years of professional work experience with a variety of responsibilities relevant to this position, such as:
  - Managing or coordinating complex projects, events, and meetings
  - Managing data tracking, documentation, and reporting systems
  - Communications and customer/client relations
  - Non-profit/human services/mental health program administration
  - Experience with or knowledge of trauma-informed treatment and prevention practices for children
- Demonstrated commitment to valuing and contributing to a diverse, equitable, and inclusive working and learning environment

##### Skills

- Strong initiative and problem-solving skills, attention to detail, and the ability to prioritize and manage the demands of a variable workload
- Proven ability to work autonomously and in collaboration with a team
- Ability to work with and respect clients and colleagues with diverse lived experiences and backgrounds
- Advanced written and verbal communication skills
- Intermediate to advanced skills with Microsoft Office programs including PowerPoint, Excel, Word, and Access, and familiarity with a variety of other technical programs and applications

##### Physical Requirements

- Extended sitting (up to 8 hours per day)
- Infrequent lifting of up to 25 pounds (training and office supplies)

##### **Compensation:**

- Salary range: \$40,000-45,000



**APPLICATION INFORMATION**

*Projected start November 2021. Applications accepted until position is filled.*

Please send resume and letter of interest via email to:

Kelsey Lodge, Director of Administration-Human Resources [kelsey.lodge@duke.edu](mailto:kelsey.lodge@duke.edu) and

Tripp Ake, Director of Training Services [george.ake@duke.edu](mailto:george.ake@duke.edu)

Subject Line: **Training Services Program Manager**

For additional information on the Center for Child & Family Health, please see the CCFH website at [www.ccfhnc.org](http://www.ccfhnc.org)