211 Broward - Director of Training

**Location:** Fully remote in the state of Florida

**Schedule:** Full time, 9:00am - 5:30pm Monday - Friday

**Compensation:** $70,000 annual salary, plus generous benefits package that includes 30+ paid days off and individual health insurance 100% sponsored by the employer (see below for details)

**Summary of Mandatory Qualifications:**

* Must be a Florida resident living within the state
* Must be available remotely from 9:00am to 5:00pm Monday-Friday for eight (8) weeks of initial training to begin in July/August 2024
* Have at minimum a bachelor's degree from an accredited university (master's degree preferred) in a relevant field
* Have two (2)+ years of supervisory experience and two (2)+ years of crisis counseling experience
* Have two (2)+ years of experience designing learning and training programs in a virtual environment
* Ability to pass a level two (2) DCF background screening and a drug test

**Full Job Description**

**About us:** 211 Broward is a free, anonymous, 24-hour helpline offering listening support, information, referral, and crisis services. We provide every caller with a place to turn to when they need answers to life’s challenges--big or small--by connecting them with nearly 3,800 programs and services that are available in their area. We are a fast-paced crisis, information, and referral virtual call center that fills a critical need in the communities we serve.

**About this position:** We are seeking an enthusiastic Director of Training who will be responsible for designing and implementing organizational training and development strategies to prepare newly hired employees, enhance the skills and competencies of existing employees, communicate employee values, and foster a team-oriented culture. This position will also facilitate strategic community partnerships, conduct fee-based external training, and evaluate learning programs' effectiveness to ensure desired results.

We think the ideal candidate is someone who:

* Shows compassion, empathy, and respect to people from different cultures and backgrounds
* Is comfortable with public speaking and delivering presentations
* Enjoys training and communicating information to others
* Is passionate about 211's mission and has a background in service
* Is technologically savvy and able to use presentation and training software, including virtual meeting space platforms

*If this describes you, please read on!*

**Essential Task Highlights**

*A comprehensive list of responsibilities will be provided upon interview.*

* Develop in-depth knowledge of agency programs and functions
* Create a training model that meets state and national accreditation and certification requirements and deliver structured learning experiences for new hires, existing staff, and community partners
* Assess training needs by evaluating performance, contractual requirements, employee feedback, industry standards, quality assurance metrics, outcomes, community needs, trends, and other factors that might impact agency and staff performance
* Adapt learning materials and teaching strategies to fit each intended audience, use creative techniques help employees gain a solid understanding of the concepts and material
* Build relationships with community partners to explore opportunities for 211 staff to participate in partner training sessions
* Search for low-cost conferences and external training events that would benefit individual or small groups of employees
* Create an ongoing program of activities that reinforce employee motivation, morale, and bonding as a team
* Organize annual agency staff retreat
* Demonstrate commitment to understanding and embracing culture as central to effective services and the workplace
* Provide 24-hour on-call services on a rotation basis among Helpline management staff to ensure adequate Helpline coverage and staff support
* Attends and participates in a minimum of 7 annualin-service training sessions
* Interview non-salaried Helpline staff, demonstrating a commitment to developing and supporting a culturally diverse, competent, motivated, and productive team
* Assist in the development of resource database, reporting updated community resource information to the 211 Database Services Team, supervisors, and coworkers
* Implement emergency operations, policies, and procedures when necessary and participate as a member of the agency's Disaster Response Team

**Requirements**

To be considered for this position, you must:

* Must be a Florida resident living within the state
* Have at minimum a bachelor's degree from an accredited university (master's degree preferred) in a relevant field
* Have two (2)+ years of supervisory experience and two (2)+ years of crisis counseling experience
* Have two (2)+ years of experience designing learning and training programs in a virtual environment
* Have excellent verbal and written communication skills
* Possess effective public speaking skills
* Be able to pass 211 Broward's Crisis Intervention and I&R training course
* Be able to pass a level two (2) DCF background screening and a drug test
* Have a minimum typing speed of 30 WPM
* Be comfortable with a phone and virtual chat-based work environment
* Be available remotely from 9:00am to 5:00pm (Eastern time) Monday-Friday for eight (8) weeks of initial training to begin in July/August 2024

**Benefits**

We know satisfied employees are key to a thriving business. That is why we are pleased to offer:

* Annual salary of $70,000
* 100% employer-paid individual health, vision, dental, life, and short term disability insurances (coverage begins after 60 days of employment)
* Access to virtual mental health and therapy services through MyStrength with no co-pay
* Dependent health, vision, and dental plans available for purchase
* 403(b) retirement plan with potential for variable annual employer contribution
* Paid Time Off (PTO) available after three (3) FT working months (accrues at a rate of 8.00 hours per pay period, up to 16 days per year)
* Sick Leave available with the first pay period (accrues at a rate of 1.85 hours per pay period, up to 6 days per year)
* Nine (9) paid holidays throughout the year
* 100% paid eight (8) week upfront training, plus future opportunities for employer-sponsored certifications
* Student loan forgiveness eligibility through the U.S. Department of Education Public Service Loan Forgiveness (PSLF) program
* Work supplies such as company laptop, mouse, headset, paper, and pens

***We welcome and encourage diversity in our workplace.***

211 Broward is an equal opportunity employer and will consider all applications without regard to race, sex, age, color, religion, national origin, veteran status, disability, genetic information or any other characteristic protected by law.

If you are interested in applying, we encourage all employees to think broadly about their background and skill set for the role. We cultivate a culture of inclusion for all employees that respects their individual strengths, views, and experiences. We believe that our differences enable us to be a better team – one that makes better decisions, drives innovation, and delivers better business results.

**Build a challenging and rewarding career with us! We look forward to your application.**

Apply here: <https://www.linkedin.com/jobs/view/3941496078/>