



## Training Coordinator

**Summary:** ICOY is seeking a Training Coordinator for our growing team who is responsible for the coordination, facilitation, implementation, and monitoring of mandatory and quality enhancement trainings, providing assistance for network meetings, and technical assistance to Illinois Department of Human Services (IDHS) youth service providers throughout the state of Illinois. The ability to travel and work some evenings is required.

### Essential Duties and Responsibilities:

- Coordination of Trainings & Meetings
  - Work with the Training Department to maintain the development and coordination of an annual training and meeting calendar for IDHS-funded programs.
  - Secure contracts for trainers outlining expectations for training dates, times, and locations/modality throughout the year.
  - Ensure logistics for virtual and in-person trainings, including the trainers, securing locations, managing registration, and all other coordination needs such as pre- and post-training emails with evaluation surveys and resources.
  - Assist trainers with technology by providing training run-throughs. Adapt and manage registration process and resource distribution for Zoom.
  - Act as tech-support point person during all webinar trainings to help when issues arise with trainers or participants.
  - Respond to any questions and/or concerns regarding training logistics and implementation from trainers and registrants/attendees.
  - Carry out all distribution of evaluations, certificates of attendance, and continuing education units (CEUs) for all trainings.
  - Record and edit training sessions for Recorded Training Library on the ICOY website.
  - Assist with editing and distributing contracts for external trainers for RPSA and YST contracts.
  - Assist with the completion of uploading virtual and management meetings to the website.
  - Ensure training dates and details are tracked across all organizational platforms.
- Support with Quality Assurance
  - Manage ICOY website calendar, using WordPress to create IDHS training and meeting events and registration reports.
  - Track attendance and evaluation reports for all DHS trainings and meetings on CRM, i.e., Salesforce
  - Create reports on training impact to provide to funders through Periodic Progress Report (PPR) reports as well as give to trainers so they can assess their performance and impact.
  - Complete at least one training observation on each contracted trainer per year
  - Ensure all training agendas, presentations, and materials are tracked and saved to the ICOY shared network for historical reference.
  - Build Salesforce campaign deliverables for trainings added outside of quarterly import.
  - Complete monthly data cleaning of all training and meeting attendees for Capacity Building and Prevention and Intervention teams.
- Support the ICOY Team
  - Work in collaboration with the ICOY Capacity Building team and other departments as needed
  - Participate in program team and all staff meetings.
  - Generate training reports for IDHS, including quarterly and annual reports, applications, and ICOY impact reports in collaboration with the Prevention and Intervention Training Coordinator.
  - Work in collaboration with other RPSA Training/Technical Assistance Committee members to assist in development of the annual training needs assessment survey

- Collaborating with the Communications team for IDHS Monthly Training Newsletter
- Work in collaboration with Senior Program Manager on annual Program Needs Assessment planning and program reporting
- Represent the mission of ICOY at all related events, meetings, workshops, and conferences.

**Preferred Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Time Management and Organization - ability to plan and manage tasks clearly and efficiency
- Attention to Detail - ability to complete assignments efficiently with high degree of accuracy
- Critical Thinking and Problem Solving – ability to tackle a problem systematically
- Written and Oral Communication – ability to organize thoughts and ideas in alignment with program goals
- Adaptable and Innovative - ability to develop new processes and accepts new challenges
- Collaborative and Inclusive - ability to develop partnerships in and outside of ICOY; commitment to inclusivity
- Diversity, Equity, and Inclusion (DEI) – high priority towards the incorporation of racial and ethnic equity in all job responsibilities and roles

**Preferred Qualifications:**

The qualifications listed below are representative of the knowledge, skill, and/or ability for this position:

- Bachelor's degree preferred in public administration, social work, public health, or other related fields
- Consideration will be given to individuals without a bachelor's degree and with relevant work experience
- Experience building positive relationships within teams and external parties
- Knowledge of computers, including proficiency in Microsoft Office applications, Salesforce, and the Internet
- A valid driver's license and current auto insurance are recommended

**Location:** This position is located at ICOY's Chicago office located in the loop. However, this position is open to IL state-wide candidates. Travel may be required of this position to provide training, consultation, and participation in meetings as required. At this moment, we are working remotely in response to the COVID-19 pandemic and will continue to assess remote work strategies in accordance with public health guidelines.

**Compensation:** \$50,000.00 to \$52,000.00

**Application Instructions:**

Hiring urgently, please submit a resume and cover letter to Rachel Monroe, Senior Manager of Training & Program Development, at [rmonroe@icoyouth.org](mailto:rmonroe@icoyouth.org)

**Start Date:**

As soon as possible

**ICOY is an equal opportunity employer and does not discriminate on the basis of sexual orientation, gender identity or expression, race, color, religion, national origin, sex, age, marital status, disability, personal appearance, family responsibility, political affiliation or any other status protected by applicable law. Women, transgender people, veterans and people of color are encouraged to apply.**