

## Job Description

### LEARNING AND ENGAGEMENT MANAGER

#### JOB SUMMARY

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The Learning and Engagement Manager is responsible for working under the supervision of the HR Generalist to coordinate and oversee training, professional development and employee engagement for Willow staff members. This position is responsible for scheduling, planning, facilitating, and tracking training throughout the agency to ensure staff are up to date with all training requirements and provided opportunities to expand their skills, knowledge and competence in areas of interest related to job function and overall professional growth. This position will also provide and/or facilitate debriefing support and coaching sessions for team members. The ideal candidate for this position will be a candidate who can adapt to various environments and audiences, who is flexible, creative and quick on their feet, and someone who has the ability to maintain motivation and work independently. The schedule for this position is 37.5 hours per week, some early morning, evenings and weekends required occasionally.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### TRAINING COORDINATION

- Oversees the staff orientation and training program, including topics required by Willow.
- Develops, updates, and facilitates staff training using multiple platforms including e-Learning, instructor led, and virtual instructor led training.
- Collaborates with key Willow team members within Prevention, Community Support, Community Response, and Residential Services to coordinate the implementation of and provide staff training and professional development opportunities including identifying and connecting with subject matter experts and community partners, and scheduling opportunities.
- Collaborates with HR Generalist to ensure compliance with regulatory training
- Collaborates with HR Generalist on program planning, curriculum development, and curriculum assessment
- Tracks staff training for the purpose of quality assurance and program effectiveness.
- Tracks all staff training to ensure staff is up-to-date with training requirements and follows up with staff on approaching training deadlines, outstanding trainings and/or out of date certifications.

##### PROFESSIONAL DEVELOPMENT & EMPLOYEE ENGAGEMENT

- ✓ Provides opportunities for debriefing, coaching, and support of staff including but not limited to peer group facilitation, engaging external consultants and staying current with best practice service delivery.
- ✓ Works closely with supervisors to support team members in pursuing job-related professional development goals.
- ✓ Debriefs with supervisors and team members upon the completion of professional development opportunities and discusses how to implement new strategies in current/future positions.
- ✓ Works with supervisors to identify, support and retain high-performers
- ✓ Collaborates with HR Generalist in assisting management with performance concerns, disciplinary action and conflict management issues.
- ✓ Assists HR Generalist with annual Performance Evaluation process and implementation.
- ✓ Participates in Essential Voices group to amplify under-represented voices of both staff within the organization.
- ✓ Champions Willow's culture and work to assure employees are engaged and supported, including partnering in the ongoing measurement and improvement of employee engagement.

##### OTHER DUTIES AS ASSIGNED

- ✓ Assists the Development Team in planning, supporting and attending agency events and fundraisers including, but not limited to, Walk with Willow and Holiday Programming.
- ✓ Complete all functions in an ethically and culturally competent manner.
- ✓ Pursues professional development.
- ✓ Attends meetings as requested.
- ✓ Other duties as assigned supporting agency goals, mission, vision, values and strategic plan.

#### REQUIRED QUALIFICATIONS

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- ✓ **EDUCATION:**

- Bachelor's Degree in HR, Business Administration, Education, or related field; or an equivalent combination of education and experience.
- ✔ **EXPERIENCE AND/OR TRAINING:**
  - Minimum of 1 year of education/training experience and 1 year of employee relations experience
  - Must have experience and comfort in public speaking to various sized groups.
  - Experience in group facilitation and engaging groups.
  - Working knowledge and/or training in domestic/dating violence, sexual assault, stalking, harassment and ACES preferred.
  - Curriculum design and lesson planning experience preferred.
- ✔ **COGNITIVE DEMANDS:**
  - Must be able to communicate in a professional manner with a variety of people in-person, over the phone and virtually.
  - Must be able to self-start projects, self-motivate and work independently.
  - Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.
- ✔ **PHYSICAL DEMANDS:**
  - Ability to sit, stand, bend, reach, climb stairs, and the manual dexterity to operate standard office machines such as, computers, projectors, fax machines, copiers and telephones.
  - Availability for early mornings, nights and/or weekends required for training.
  - Must be able to lift/carry presentation materials up to 30 lbs.
  - Must be adaptable to changing instructional approaches as needed, sometimes in the moment.
  - Must be able to move about a variety of venues including office buildings, classrooms, auditoriums, conference rooms, etc.
  - Employee may be required to share an office space.
- ✔ **SKILLS:**
  - Must have strong organizational skills.
  - Strong time management, oral and written communication and organizational skills.
  - An ability to integrate diversified functions.
  - Understanding, influencing, and serving others are important attributes in this position.
  - Must display a high degree of professionalism and ability to work independently.
- ✔ **OTHER:**
  - Must possess a current NYS driver's license that is not in jeopardy of being revoked, and have a reliable vehicle.

## ADDITIONAL INFORMATION

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- ✔ Department: Human Resources
- ✔ Location: Strong Todd Building
- ✔ Reports to: HR Generalist
- ✔ Hours/Status: Full Time/ Exempt
- ✔ Pay Rate: \$51,480 - 58,000 annually

## HOW TO APPLY

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Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604      ◦ Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.