Job Announcement

Family Support Trainer

This is a fulltime (Based on 37.5-hour work week), Union Position

Salary: 47-53k (Commensurate with experience)

BENEFITS:
Children’s Council is a family friendly workplace offering full-time eligible employees 22 day paid vacation, 13 paid holidays, 401k with employer match, robust professional development and training program, health and wellness initiatives, plus competitive health/dental/vision benefits/FSA/EAP plans.

POSITION SUMMARY
Under the direction of the Family Support Training Supervisor, the Family Support Trainer trains new and existing staff members on key components of Children’s Council’s program administration and client support. The Family Support Trainer is adaptable, patient, and understands the nuances of adult learning to ensure staff’s understanding of the organization’s clients, as well as the policies and procedures governing our programs, to provide the highest possible level of services.

Primary Responsibilities

• Play a key role in the development of training plans, tools, and materials in collaboration with supervisor and other stakeholders.
• Assess the training needs of staff and identify any individual or group knowledge gaps through analysis of QA data, personal experience and perception, or other means.
• Conduct trainings for Children’s Council staff in accordance with departmental training plans or as directed.
• Maintain all internal subsidy program training materials and all client handbooks/program collateral are up to date (English/Spanish/Cantonese where needed).
• Support staff for day-to-day questions around program administration and client support or software-related questions or issues.
• Identify, troubleshoot, and resolve problems encountered by software users.
• Share knowledge with, learn from, and influence peers across the organization to deepen understanding of our services and reflect regularly on ways to improve services.
• Participate and remain current on relevant policies and efforts to collect, analyze, and/or report on child care-related data with a specific focus on child care subsidies.
• Assist with State and local reporting in accordance with all applicable requirements and deadlines.
• Develop subsidy data reports or software templates as requested.
• Participate in the decision-making and implementation processes around software upgrades/patches.
• For bilingual staff: oral and brief written translations
• Other related duties as assigned.

Qualifications
• Bachelor’s degree in child or human development, social work, or related field or 2-3 years of proven performance and leadership experience in child care and/or subsidy administration.
• Prior experience with training adult learners; presenting information to groups and/or facilitating meetings.
• Demonstrated analytical skills and problem-solving mindset.
• Strong computer skills and knowledge of database applications.
• Ability to manage projects, meet deadlines, while working with minimal supervision.
• Excellent written and communication and/or skills.
• Occasional flexible schedule may include evenings and weekends.

Physical Requirements
• Mental acuity to perform the essential functions of this position in an accurate and timely fashion.
• Dexterity to use office equipment; the ability to sit and work at a desk for extended periods of time.
• Ability to speak, hear, and understand speech at normal room levels.
• Physical agility to bend, stoop, walk, and navigate stairs if required.

How to apply
Please submit your cover letter and resume in Word or PDF format with “Family Support Trainer” in the subject line to: careers@childrenscouncil.org

Children’s Council is an equal opportunity employer that values diversity as a central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children’s Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran’s status, gender identity, or sexual orientation.