National Runaway Safeline
Training Manager
Position Description

The National Runaway Safeline (NRS) keeps America's runaway, homeless and at-risk youth safe and off the street. We do this by providing crisis services, prevention and awareness building programs.

Crisis services are available 24/7 to youth and families via our 1-800-RUNAWAY hotline and at 1800RUNAWAY.org, where we offer live chat, email and an online forum. Annually, NRS connects with over 125,000 young people ages 10-21, and their families, from communities across the country. In addition to direct services, NRS conducts nationwide prevention and awareness campaigns to reduce runaway incidents, prevent youth homelessness and de-escalate crisis situations. Utilizing years of data via our crisis services program, we share trends, key findings, and local data sets with providers and policy makers across the country to inform services delivered and effective methods to prevent youth homelessness.

Overview:

NRS seeks a dynamic, experienced Training Manager who is inspired by the opportunity to contribute to efforts to ensure that young people who are facing crisis, who have run away, or are experiencing homelessness are safe and off the streets. The Training Manager leads NRS' robust 40+ hour Crisis Intervention and Let's Talk Runaway Prevention Curriculum trainings and is responsible for the development, delivery and day-to-day management of the organization's training and continuing education programs, ensuring that NRS is leading the way in applying best practices, quality services and support for young people experiencing crisis or homelessness.

The ideal candidate brings a high level of energy and innovation, thrives in a fast-paced environment, seeks to collaborate, and has demonstrated an unwavering commitment to youth in crisis, social justice and prevention. Flexibility, strong organizational skills, effective written and oral communication skills, and a nuanced understanding of NRS' diverse and broad audiences will be key for success in this role. This position reports to the Chief Program Officer (CPO) and will be instrumental in integrating training, quality assurance and diversity, equity, inclusion and justice (DEIJ) principles into all aspects of NRS' service delivery systems. This position is based in Chicago and operates under a hybrid work schedule.

NRS is an equal opportunity employer and will not discriminate against any employee or applicant based on race, color, creed, religion, gender, sexual orientation, national origin, age, or disability.

Responsibilities:

- Implement a robust training and continuing education program for NRS staff and volunteers that incorporates prevalent issues impacting young people in crisis, that have run away or are experiencing homelessness, integrates quality improvement and DEIJ principles, and provides meaningful professional development opportunities;
- Lead NRS' 40+ hour crisis intervention training for staff and volunteers, developing new modules and updating as needed;

- Facilitate NRS' Let's Talk Runaway Prevention Curriculum trainings and tailored fee-based trainings for runaway and homeless youth programs, community-based service providers and other youth-serving professionals;
- Develop and coordinate training opportunities for Crisis Services staff and volunteers in response to identified individual or team needs;
- Oversee planning and coordination of quarterly in-service trainings for NRS staff and volunteers;
- Develop and maintain a system to track training and continuing education compliance for staff and volunteers;
- Lead the development of webinars, videos and other related training resources for external audiences;
- Moderate webinars, panel discussions and events upon request;
- Respond to training inquiries and requests for assistance from staff and volunteers;
- Generate data and assist with reporting federal grant deliverables; and
- Supervise interns and/or work study students as needed.

Qualifications:

- Background working directly with individuals experiencing crisis or emotional distress, including suicidality;
- Previous success working with a dynamic team to develop and deliver quality training and continuing education programs;
- Experience providing training in various settings, including in-person, virtual, and hybrid sessions;
- Demonstrated ability to mentor, develop and motivate a team of professionals with varying disciplines and levels of experience;
- Superb written and verbal communications skills including a high level of comfort with training, public speaking and serving as an organizational spokesperson;
- Creative problem-solving skills with a positive, results-oriented mindset;
- Ability to work in a fast-paced environment and meet strict deadlines with little outside direction;
- Comfortable with change management and being part of a collaborative work environment;
- Knowledge and experience with crisis intervention, prevention and youth development practices in a social service environment;
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, Publisher, PowerPoint, Publisher), Adobe and online learning software, learning management systems (i.e. Litmos) and e-learning authoring software (i.e. Storyline, Articulate and Replay);
- Familiarity with CRM systems (i.e. iCarol, Salesforce, etc.) and/or hotline platforms (i.e. Five9, etc.);
- Passion, integrity and commitment to the mission and goals of NRS and DEIJ principles; and
- Ability to maintain a regular full-time work schedule with flexibility, including regular weekend and evening availability to accommodate staff trainings, external training engagements and travel.

Salary range 53,000 to 68,000

To apply, submit resume and cover letter to humanresources@1800runaway.org.

Individuals with lived experience of homelessness or housing instability are encouraged to apply.