

Ethiopian Community Development Council, Inc.
901 S. Highland Street Arlington, Virginia 22204

JOB ANNOUNCEMENT

Position Title: Affiliate Network Training Coordinator
Department/Division: Refugee Resettlement and Integration
Reports to: Senior Program Officer, Quality Assurance and Compliance
Status: Full-Time/Exempt
Location: Arlington, Virginia

ECDC was established in 1983 as a community-based organization (CBO) to respond to the needs of a growing Ethiopian community in the Washington, D.C., metropolitan area. In 1991, ECDC became the first CBO authorized by the Department of State to resettle refugees through a network of African CBOs located across the U.S. Since then, ECDC has resettled over 67,000 refugees from countries around the world via its affiliates and branch offices.

Job Summary: The staff provides and coordinates training for ECDC affiliates and branch offices. Ensures affiliate case managers and program directors receive ongoing training on program compliance; creates training curricula; and develops and updates training plans and materials, including refresher, monthly, quarterly and on-as-needed basis training to meet contractual obligations and compliance with the R&P Cooperative Agreement and MG Program Guidelines. Staff is also responsible for ensuring attendance and completion of training by staff; evaluating training impact; and preparing data for PRM's quarterly report. Leads learning enhancement by focusing on improving people skills needed for success in the workforce. This staff may travel to affiliates to provide on-site training as needed and handles other assignments as requested.

Key Duties and Responsibilities

- Designs and provides ongoing training related to the R&P and MG programs.
- In collaboration with the supervisor, set monthly, quarterly, and annual training plans for the ECDC affiliate network.
- Gathers and evaluates information from program officers, program and monitoring reports, and affiliate staff to identify training needs and come up with training plans and materials.
- Takes the lead to update all training materials including developing curriculums as needed.
- Recommends training materials and methods, and order and maintain in-house training equipment and computer software, as needed.
- Ensures the ECDC online training platforms, program guidance, and standard operating procedures are updated regularly incorporating any changes to the R&P cooperative agreement, MG program guidelines, and other programmatic policies and procedures.
- Coordinates and provides training to new affiliate directors and affiliate case management staff.
- Coordinates and provides training to new and existing resettlement staff at headquarters and ensures that all new headquarters resettlement staff completes the online training within three months of employment.
- Provides certification to all individuals who completed and passed the ECDC online training.
- Manage internal and external procedures and guideline changes and are appropriately communicated via Teams, emails, or external notifications.
- Work with the ECDC database support staff on how to maximize the functionality of the internal database system to effectively train affiliate staff.
- Deliver a wide variety of courses including topics on communication, team building, and conflict resolution, especially to mitigate issues that arise between case managers and refugee clients.

Minimum Qualifications

- Bachelor's Degree with 3-5 years of related experience.
- Proven experience in teaching and curriculum development.
- Experience with content design, development, and delivery.
- Knowledge and understanding of adult learning or education, including facilitation and instructional design.
- Ability to work effectively, as well as independently, in a team environment.
- Must demonstrate the ability to design, implement and evaluate surveys and reports.
- Candidate should have knowledge and experience utilizing Microsoft Office, Microsoft Teams, and SharePoint and administering learning management systems.
- Experience working with refugee-serving or multilateral organizations domestically and/or internationally is a plus.
- Must be employable in the U.S.
- Must pass a background check.

Competencies

- **Analytical and Quantitative Skills**—Strong analytical skills and professional judgment, particularly with respect to assessing compliance risk and controls and making decisions within the scope of assigned responsibilities.
- **Communications**—Excellent verbal and written communication, facilitation, and interpersonal skills, including the ability to clearly communicate complex quantitative analysis into actionable insights.
- **Time Management**—Ability to manage a variety of constituencies with competing priorities, manage multiple tasks simultaneously, and thrive in a complex, fast-paced environment with multiple priorities.
- **Teamwork**—Able to relate professionally to and collaborate with diverse individuals in a multicultural environment.
- **Flexibility**—Able to work after office work hours occasionally.

Benefits: ECDC offers an excellent benefits package including health, dental, life, and disability insurance, paid holidays and vacations as well as a generous retirement plan.

To Apply: Please submit by e-mail: (1) a cover letter; (2) a résumé; (3) a short writing sample (2-3 pages); and (4) a salary requirement to: hr@ecdcus.org.

No telephone inquiries, please. Only those who submit the **four (4) required items** above will be considered for a review, and qualified applicants will be contacted for an interview.

ECDC is an Equal-Opportunity Employer.