



**Job Posting**  
**Training and Development Manager**  
Remote based in AZ, CA, CO, FL, GA, NC, or UT

If you're passionate about creating meaningful change and fostering equity in our communities, Project Access could be your next transformative career move. Our mission is to empower residents of affordable housing communities, providing them with the tools and opportunities to achieve self-determination and realize their full potential.

We're dedicated to cultivating an inclusive, diverse, and equitable workplace where all team members can thrive. At Project Access, we recognize that our strength lies in our differences, and we actively seek individuals from varied backgrounds, experiences, and perspectives.

No matter your role here, you'll be a crucial part of our collective effort to build resilient communities, drive positive systemic changes, and create pathways to sustainable futures. We believe in the power of community-driven solutions and are committed to amplifying the voices of those we serve.

By joining our team, you'll contribute to breaking cycles of poverty, addressing social inequities, and promoting economic justice. We invite you to bring your unique skills, lived experiences, and passion for social change to help us reimagine what's possible in affordable housing communities.

**ABOUT US:**

Project Access provides programs and services to over 27,000 children, families, and seniors living in affordable housing communities across the country. We strive to empower residents of affordable housing communities through our onsite services, aiming to create pathways for self-reliance and personal growth.

Join the Project Access team and create impact in the lives of our residents. Hear from them and how their lives have changed: [www.project-access.org/success-stories/](http://www.project-access.org/success-stories/)

**POSITION SUMMARY:**

The Training and Development Manager will play a pivotal role in enhancing the skills and knowledge of our RSCs. The primary focus will be designing, developing, and delivering comprehensive training programs tailored to their unique needs. The remaining focus will be supporting broader organizational learning initiatives. Through training and content development activities strategically linked to our mission and vision, the role will help drive continual performance improvement, focusing on upskilling and reskilling employees to meet evolving business needs and industry trends. They will review and develop materials and programs independently and in partnership with management. Additionally, they will manage the Learning Management System (LMS), conduct needs assessments, and evaluate training effectiveness.

**POSITION RESPONSIBILITIES:**

**Resident Service Coordinator Training & Development (75%)**

- Design and implement a comprehensive training curriculum for RSCs, focusing on the four key initiatives: Economic Stability, Education for Youth & Families, Health & Wellness, and Community Building.

- Conduct regular needs assessments to identify skill gaps among RSCs and develop targeted training programs to address these areas.
- Facilitate both on-site and virtual training sessions for RSCs, employing various engaging and interactive teaching methods that reflect the autonomous nature of their roles.
- Create and maintain a robust train-the-trainer program to develop internal training capacity within the Program department's leaders.
- Develop and implement a coaching and mentoring program for RSCs to support ongoing skill development and performance improvement in their community-focused roles.
- Collaborate with Programs department leadership to align RSC training initiatives with organizational goals and evolving community needs.
- Provide ongoing support and guidance to RSCs to implement what they learn and improve their service delivery.
- Create and curate a library of training resources tailored to RSC roles.
- Collaborate with Program leaders to create learning and development plans that include a path for reskilling and professional development.

### **Org-Wide Training & Development (25%)**

- Develop and implement training programs for corporate staff, focusing on core competencies, leadership development, and cross-functional skills.
- Manage and customize the Learning Management System (LMS) platform for all staff, ensuring accessibility and relevance of content for all employees.
- Collaborate with department heads to identify and address training needs specific to their teams, developing targeted learning interventions as needed.
- Stay updated on industry trends and best practices in training and development, community development, and affordable housing services to inform organization-wide learning strategies.
- Coordinate and facilitate new employee onboarding programs, ensuring a consistent and comprehensive introduction to Project Access for all new hires.
- Produce regular reports on training outcomes, staff progress, and the impact of learning initiatives on organizational performance.
- Collaborate with HR & Programs to develop organizational learning strategies and policies that align with Project Access's mission and values, promoting a culture of continuous learning and growth.
- Instructional materials: Create interactive and learner-centered training manuals, presentations, online learning modules, and other materials.
- Training delivery: Conduct training sessions and facilitate peer-learning discussions in person or virtually using a variety of instructional techniques
- Program evaluation: Track and assess the effectiveness of training programs using performance metrics, surveys, interviews, and feedback mechanisms.

### **QUALIFICATIONS:**

#### ***Education and experience:***

- Bachelor's degree in education, Instructional Design, Human Resources, Social work, or a relevant field
- Two to five years of experience designing and implementing employee development programs, focusing strongly on community-based programs.
- Certified Professional in Learning and Performance (CPLP) credential preferred but not required

**Required skills/abilities:**

- Exceptional instructional design and facilitation skills, with experience in both in-person and virtual training environments
- Strong understanding of adult learning principles and their application in a community-based context
- Excellent verbal and written communication skills, with the ability to adapt communication style to diverse audiences
- Proficiency in e-learning authoring tools and Learning Management Systems
- Experience with data analysis and reporting on training effectiveness and community impact
- Adept with a variety of multimedia training platforms and methods.
- Experience with LMS and online learning platforms such as Trakstar and LinkedIn Learning.
- Intermediate in Microsoft Excel for data analysis and reporting, Microsoft PowerPoint for creating presentations, and Microsoft Teams for communication and collaboration
- Ability to evaluate and research training options and alternatives
- Ability to design and implement effective training and development
- Strong Project Management and organizational skills.
- Exceptional time-management, adaptability, and multitasking skills
- Valid Driver's License, clean driving record, and current automobile insurance
- Successful completion of background check
- Ability to travel up to 30% of the time to conduct on-site training sessions at various centers.

**The details:**

- This is a full-time, exempt position
- Location: Remote based in AZ, CA, CO, FL, GA, NC, or UT
- Annual compensation: \$75,000-\$80,000
- Benefits offered:
  - Medical plans, a dental plan, short-term disability, term life insurance, and an employee assistance program (EAP).
  - Vision, ScholarShare 529 College Savings, Pet Insurance, Voluntary Life, Vol Accident, Vol Hospital, and Vol Critical Illness are optional benefits offered at 100% employee cost
  - provides paid time off and 14 paid holidays
  - Safe Harbor 401(k) with 4% company match.

**Physical Job Requirements:**

- The physical activity of this position includes sitting for long periods of time, minimal lifting, bending, walking, kneeling, reaching, and step climbing.

*The above list of job duties is not exclusive or exhaustive and the job holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the position.*

We encourage applications from candidates of all backgrounds, particularly those whose identities are underrepresented in our industry. Don't hesitate to apply even if you don't meet 100% of the qualifications. Our company values diverse perspectives and experiences, and we welcome candidates who may not check every box on the requirements list but who have relevant skills, enthusiasm, and potential. We believe our differences make us stronger

**TO APPLY for this empowering opportunity, please send your introduction letter and resume to [anaccarato@project-access.org](mailto:anaccarato@project-access.org) with “Training & Development Manager” in the subject line.**

**Equal Opportunity:** Project Access, Inc. is an at-will and equal opportunity employer, committed to creating an equitable and inclusive workplace. We value diversity in all its forms and actively seek to build a team that reflects the richness of our community. Our hiring practices are designed to identify and welcome talented individuals regardless of their race, ethnicity, cultural background, religious beliefs or practices, gender identity or expression, relationship status, age, neurotype, physical or sensory abilities, sexual orientation, military service history, or any other aspect of their identity protected by law. We believe that a diverse team leads to better ideas, more innovative solutions, and a stronger community impact. Our goal is to foster an environment where everyone can thrive and contribute their unique perspectives and skills.