Mayor's Office of Neighborhood Safety and Engagement

Position: Training Coordinator

Reports to: Associate Director of Community Engagement and Opportunity

Job Summary

The Training Coordinator is responsible for curriculum development and training coordination and execution for MONSE-related direct service programming. The Coordinator works with community-based providers and local, state, and federal agencies to bring public safety, trauma-informed, and restorative training and development opportunities into neighborhoods. This role is critical in MONSE's work to facilitate access to resources that ensure equitable life outcomes for all Baltimoreans. The Coordinator will increase public awareness, organize training, and work with community-based partners and agencies to develop procedures and cultivate services. This position requires strong alignment with MONSE's mission, values, and strategic vision, as well as demonstrated success, sound judgment, and flexibility working in a complex, fast-paced environment. The successful candidate will provide training to at least 500 individuals annually.

Key Responsibilities

Training Development, Coordination, and Execution

- Design and develop training curriculum and programs (outsourced and/or in-house).
- Select appropriate training methods or activities (e.g., simulations, mentoring, on-the-job training, professional development classes).
- Gather feedback from trainers and trainees after each educational session.
- Maintain updated curriculum database and training records.
- Host train-the-trainer sessions for internal subject matter experts.
- Create and maintain agency training materials.
- Research and recommend new training methods.
- Use known education principles and stay up to date on new training methods and techniques.
- Design, prepare, and order educational aids and materials.
- Develop training tracts for MONSE's programming areas.
- Map out annual training plans for community violence intervention employees.
- Partner to deliver training to community-based organizations, as necessary.
- Market available training to employees and community-based partners and provide necessary information about sessions.
- Conduct portfolio-wide training needs assessment and identify skills or knowledge gaps that need to be addressed.

Inter-Agency Collaboration

- Partner with internal and external stakeholders and liaise with experts regarding instructional design.
- Partner with Anti-Human Trafficking and Sexual Assault Response Manager to deliver intra-agency and community trainings.
- Partner with CVI Deputy Director and Operations Manager to determine training needs for community-based organizations, their employees, and stakeholders.

Reporting and Compliance

- Deliver timely and thorough reporting of training project deliverables to immediate supervisor.
- Assess instructional effectiveness and determine the impact of training on employee skills and KPIs.

Qualifications/Skills

- Bachelor's degree in Education, Training, Human Resources, or related field and/or 3 – 5 years related experience.
- Proven experience as a training coordinator, trainer, training facilitator, or similar role.
- Hands-on experiences coordinating multiple training events in a corporate or political setting.
- Extensive knowledge of instructional design theory and implementation.
- Adequate knowledge of learning management system and web delivery tools.
- Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor, and evaluate).
- Experience with developing, coordinating, and managing training programs, including the use of data to monitor outcomes and drive responses.
- Expertise in curriculum development is preferred.
- Able to identify pressing needs and prioritize those as needed, without losing track of other tasks and responsibilities; Ability to effectively manage time and resources.
- Attention to detail and able to correlate topics and information.
- A demonstrated ability to address/resolve difficult, multi-faceted problems.
- Able to communicate effectively at all levels, both written and oral, with a wide range of stakeholders.
- Excellent verbal and written communications skills.
- Knowledge of Microsoft Office Suite. Skilled in the use of office software applications to prepare reports and use software to develop information; able to enter data in required management reports.
- Familiarity with traditional and modern job training methods and techniques.
- Experience with e-learning platforms.

About the Mayor's Office of Neighborhood Safety and Engagement

Our Mission

Guided by the Mayor's vision for Baltimore and rooted in a holistic approach to neighborhood health and safety, the Mayor's Office of Neighborhood Safety and Engagement (MONSE) empowers community partners and city agencies to play a more active role in the co-production of public safety and prevention of violence through an equity-based, healing-centered, and trauma-informed approach for the benefit of all Baltimoreans.

Our Guiding Values

In everything that it does, MONSE is committed to upholding its core values of being:

- *Equity-based.* Focused on promoting justice in reducing disproportionate negative impacts of current and future policies and practices.
- *Healing-centered.* Preventing violence must be paired with repairing harm.
- *Trauma-informed.* Based on understanding and integrating knowledge about the causes and consequences of trauma.
- *Justice-oriented*. Real justice is about more than punishment; it is also about restoration, renewal, and healing from past harms.
- *Partnership-based*. Just as violence is intersectional, so must the solutions, relying on cross-system partners and partnerships.
- *Transparent.* Strong partnerships require trust; and trust demands transparency and accountability.
- *Data- and research-driven.* Relying on data and the best available experimental and experiential evidence to guide decision making.
- *Results-oriented.* Devoted to delivering impact.