



## **Job Announcement— Learning & Development Program Manager**

The National Organization for Victim Assistance (NOVA) is seeking an exceptional Learning and Development Program Manager. This is remote opportunity for a self-motivated individual who will advance NOVA's custom training and assist in the creation of trauma-informed training content.

The Learning and Development Program Manager will work on the Professional Development and Outreach Team, and will serve as program manager for all NOVA custom contracts, private live training and self-paced training (60%). In addition, they will provide support on the Military Domestic Abuse Victim Advocate (DAVA) Program in the creation of skills-based training for military DAVAs (40%). Under the leadership of NOVA's Executive Director and NOVA's Director of Professional Development and Outreach, the program manager will assist with planning, building, maintaining and evaluating NOVA's custom training projects and will assist in the development of toolkits and other resources for NOVA's community. This will include: Training and Technical Assistance (TTA), writing custom curricula and providing skills-based leadership support.

This Program Manager will also be a key player in leading the development of internal practices and processes for NOVA's new Learning Management System. In collaboration with NOVA's Membership Manager, they will support staff with the effective use of the new system, including the development of pre-recorded training content and meeting high evaluation standards. The Learning & Development Program Manager reports to NOVA's Director of Professional Development and Outreach.

The successful candidate must be detail-orientated and possess excellent writing, speaking, training, problem-solving and organizational skills. In addition, a knowledge of online learning principals, professional development standards and trauma-informed victim advocacy is crucial.

## Essential Responsibilities and Tasks:

- Develop proposals, execute contracts, recruit Subject Matter Experts (SMEs) faculty, design curricula, training, and evaluating TTA services in support of NOVA's Custom & Corporate Training Program.
- Design and facilitate virtual and in-person training curricula, tip sheets and other tools in support of the DoD Domestic Abuse Victim Advocacy (DAVA) Program.
- Build out NOVA's instructional design resources, including managing the implementation of NOVA's pre-recorded training and supporting colleagues managing live courses with best practice and adult learning principles.
- Facilitate on-line and in-person victim assistance trainings to agencies and companies around the country, as requested.
- Identify and write proposals for corporate and government partnerships to advance NOVA's mission of improving community responses to survivors of crime and crisis.
- Identify and incorporate emerging issues in victim assistance and best practices for delivering in-person and virtual TTA services to diverse audiences.
- Lead and improve NOVA's custom training evaluation processes.
- Collaborate with the Victim Advocacy Training Manager on the development of resources and toolkits for NOVA's community of advocates.
- Provide occasional support on NOVA's helpdesk, answering questions and occasionally providing referrals to victims of crime.

## Qualifications:

- Minimum 7 years of professional experience in professional training, instructional design and curricula development.
- Proven trauma-informed expertise and victim advocacy experience.
- Excellent writing, public speaking, critical thinking and leadership skills.
- Highly organized, self-motivated, and adept problem-solver.
- Exceptional customer service and relationship management skills.
- Comfortable navigating multiple online training/learning formats and platforms.
- Knowledge and passion for NOVA's mission, trauma-informed practice and victims' rights.

**Location:** Remote

**Work Environment:** NOVA strives to offer a flexible, trauma-informed workplace that values personal and professional development.

**Salary:** Salary is commensurate with experience, with a set range of \$60,000-70,000.

**Employee Benefits include the following competitive package:**

- 80% of an employee and their dependents' medical, vision and dental coverage
- Paid time off (10 vacation days, 10 wellness days for new employees and 12 paid federal holidays)
- Half-Day Fridays
- 401K plan with a 4% match and 2% employer contribution
- Paid Parental Leave and Family Leave
- Employee Sabbatical Program

**Application Details:**

To apply please email a cover letter and resume to [resume@trynova.org](mailto:resume@trynova.org) and add "Learning & Development Program Manager" to the subject line.

Review of applications will begin November 13, 2023 and position will remain open until filled. No phone calls please. Due to the volume of applicants, we will only contact individuals invited to interview.

*NOVA values and embraces diversity and equal opportunity and is dedicated to offering welcoming programmatic, attitudinal, and physical environments that enable diverse populations to freely access our facility and its services. People of Color, LGBTQIA+ persons, survivors of violence and women are strongly encouraged to apply. NOVA is committed to providing an inclusive, welcoming and safe environment.*

