



MINISTRY DESCRIPTION

Title: Training & Support Manager
Department: Disaster Services (DS)
Reports to: Disaster Services US Response Director

Schedule: Regular, Full-time
FLSA: Exempt

Ministry Function:

The Training & Support Manager supports the duties of US Disaster Response during non-response times by managing all aspects of training. This includes preparedness trainings, deployment training for lead volunteers and compliancy training for both staff & volunteers. During deployment times, gives oversight and coordination expertise to equipment operations and site support. This may also include support for debris removal operations, POD operations, and long-term recovery operations as required.

Essential Duties and Responsibilities:

1. In cooperation with US Response Director, give oversight to all compliancy and safety training for both staff and volunteers.
2. Assists with recruiting & training of response field leads.
3. In collaboration with the Sr Director of DS Engagement, conduct preparedness & disaster awareness trainings for churches and/or organizations as assigned.
4. Deploy as part of initial response team to disaster sites and perform necessary functions in relationship to their role.
5. During response operations provide support to equipment, transportation and site operations as assigned by US Response Director.
6. Assist field operations director with oversight of debris removal operations and/or distribution as assigned.
7. Equipment maintenance and inventory as assigned both pre/post response.
8. Maintain proper certifications, development of trainings, protocols, safety and best practices.
9. Follows general and equipment specific safety rules. Uses appropriate safety protection equipment and other safety devices as required.
10. As member of the US Program Team, support other programs as assigned.
11. All other duties as assigned.

Required, Knowledge, Skills, and Abilities:

1. High school diploma or equivalent required.
2. 2+ years of experience as a trainer/instructor in disaster related fields.
3. Solid knowledge of industry standards in all phases of disaster.
4. Excellent verbal and written communication skills for adequately conveying the work of COH to outside constituencies.
5. Ability to use a PC and software programs, including but not limited to, G-Mail, Microsoft Word, and Excel.
6. Valid CDL preferred, Class E Required
7. Forklift Certification
8. Chainsaw Certification
9. Basic First Aid and CPR Certification
10. Basic knowledge of equipment and vehicle maintenance

11. Completion of, at a minimum, NIMS courses 100, 200, 700, and 800 prior to employment or within the first year of employment.
12. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
13. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
14. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

Supervisory Responsibilities:

This position may have direct supervisory responsibilities of volunteers and/or staff.