



Job Title:	Training Manager
Department/Group:	System Advancement
Reports to:	Director of Strategic Alignment & Equity
Annual Salary:	\$58,000

Position Summary:

The Training Manager is pivotal in equipping community members, vision holders, and key partners with the knowledge and skills to support our mission of ensuring everyone has a place to call home. The position will implement, oversee, and continuously improve the Alliance to House Everyone Training Framework, manage the Learning Management System (LMS), and develop and ensure that all policy and procedural information is accessible. This role also focuses on improving system performance, individual and family experiences, and outcomes by enhancing the confidence and comprehension of the homelessness response system for Skilled Assessors and other system users.

This job might be for you if you are:

- Passionate about ending homelessness and committed to the mission of the Alliance to House Everyone.
- Someone who thrives in a mission-driven, collaborative, transparent, flexible, and inclusive environment.
- Someone passionate about systems change and/or ending homelessness with the assistance of qualitative and quantitative data-informed problem-solving.
- A critical thinker who can structure and analyze various outcome and system frameworks.
- Detail-oriented, with a commitment to maintaining high standards of quality and accuracy.
- Adaptable and open to feedback, with a focus on continuous improvement.
- A team-oriented person with an enthusiasm for learning.
- Someone who enjoys leading collaborative problem-solving efforts.
- A strong relationship manager who can maneuver successfully in a fast-paced environment with competing priorities.

Essential Duties and Responsibilities:

- Possess or obtain the knowledge necessary to be a San Antonio, Bexar County Homelessness Response System subject matter expert, including understanding local and federal policies and practices.
- Design, develop, implement, and monitor the comprehensive training framework for community members involved in the Alliance to House Everyone.
- Collaborate with Close to Home internal departments and other subject matter experts to create and update training content that is relevant, engaging, and aligned with policies and procedures.



- Deliver training sessions, workshops, and webinars to diverse audiences, including general community members, system users (Skilled Assessors), volunteers, and partner organizations.
- Manage the Learning Management System (the Alliance Training Portal), ensuring that all training materials, resources, and other job supports are up-to-date and easily accessible.
- Monitor and evaluate learner/partner organization progress and compliance with local standards within the Alliance Training Portal, providing feedback and additional support as needed.
- Coordinate and support training partners with utilizing the training portal to oversee their training components of the framework.
- Coordinate with the training portal vendor to troubleshoot issues and implement updates.
- Develop, implement, and oversee policies and procedures about utilizing the training portal.
- Regularly review and update training documentation to reflect the latest policies and best practices.
- Ensure that all training materials, policies, and procedures are available and accessible to all applicable Alliance and/or community members.
- Serve as the point of contact for Alliance partners needing assistance accessing or utilizing the training portal, policy, and procedural resources.
- Develop and implement quality assurance measures to evaluate the effectiveness of training programs.
- Collect and analyze participant feedback to continuously improve the training content and delivery.
- Collaborate with key system partners via the Alliance to House Everyone's governance structure to identify needs, gaps, and barriers to understanding and provide targeted training to address these areas.
- Lead the Close to Home team through assigned training and certification processes.
- All other duties as assigned.

Education and Experience:

- **Bachelor's degree** in social sciences, statistics, human services, public administration, or relevant field required. Lived expertise in homelessness or housing insecurity may be substituted for educational requirements with demonstrated experience in the field and skill set. A Master's degree or intent to pursue a related field is preferred.
- **Two (2) – five (5) years of experience** in training, adult education, or a related field, preferably within a nonprofit or social services environment required.

Knowledge, Skills, and Abilities:

- Proficiency with the standard Microsoft Office Suite, with intermediate skills in Outlook, Word, PowerPoint, and Excel, is required

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- Advanced organizational, project, and time management skills.
- Experience with Learning Management Systems (LMS) and e-learning tools.
- Strong understanding of issues related to homelessness, housing, and social services is highly desirable.
- Knowledge of the local homeless response system or HUD Housing programs is preferred.
- Excellent interpersonal, communication, presentation and facilitation skills.
- Ability to multi-task, prioritize, and exercise sound judgment in a fast-paced environment.
- Competency in problem-solving and critical/strategic thinking to develop creative solutions to complex problems. Ability and desire to investigate issues.
- Excellent writing skills for updating and editing policies.
- Commitment to CTH's mission and values.

Position Details:

The Training Manager is a regular, full-time, non-exempt, benefits-eligible position. The annual salary starts at \$58,000, with a preferred start date of December 2nd, 2024. Close to Home staff can work remotely, but regular in-person meetings are required. The first month of employment is generally office-based to assist with onboarding. Close to Home's main office is located at 4100 E. Piedras, Suite 105, San Antonio, TX 78228.

Current Full-Time Employee Benefits

- **Medical, Dental, and Vision Insurance:** Close to Home offers competitive health care coverage, including a \$600 monthly employer contribution toward medical, dental, or vision premiums, as well as a \$300 monthly employer contribution toward dependent coverage. Eligibility begins on the first of the month following the date of hire.
- **Disability and Life Insurance:** Close to Home provides voluntary short-term disability and employer-sponsored life insurance of \$20,000, with additional insurance coverage available as employee-paid options.
- **403(b) Retirement Plan:** Close to Home provides Team Members with a 403(b) Retirement Plan and an employer contribution match.
- **Paid Holidays:** Close to Home currently provides Team Members with 15 paid holidays each year, including a floating holiday during your birthday month!
- **Paid Time Off (PTO):** Full-time employees begin accruing PTO immediately upon hire. Accrual rates increase with years of service, and up to 160 hours can be rolled over year-to-year.
- **Personal and Family Leave:** Close to Home allows up to 12 weeks of personal or family leave in a rolling 12-month period, including four weeks of paid leave after one year of employment.
- **Flexibility:** Close to Home offers employees the flexibility to work in-office or from home daily. However, in-person meetings and on-site presentations are required. General Close to Home

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Office Hours of Operation are Monday – Friday, with start times ranging from 7:00a – 9:00a, depending on employee availability and preference.

Vehicle/Licenses:

Must have daily use of a vehicle without prior notice. Must maintain current registration and automobile liability insurance in compliance with Texas Law that allows personal vehicle use for work purposes. Mileage reimbursement is provided.

Physical Requirements:

Physical requirements include occasional lifting/carrying of 10 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment.

THE EXECUTIVE DIRECTOR MUST APPROVE EXCEPTIONS TO THESE CRITERIA

Disclaimer: Nothing in the job description restricts management's right to assign or reassign duties and responsibilities to this job at any time, for any reason.

Application Details:

To apply for this position, please submit your cover letter and résumé to hello@closetohomesa.org with the subject line "Training Manager." Applications will be reviewed on a rolling basis until the position is filled. Close to Home is a 501(c)(3) nonprofit with a mission to ensure everyone has a place to call home in San Antonio and Bexar County. For more information about our organization, visit our website at closetohomesa.org.

Employee Signature:		Date:	
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Close to Home is an equal opportunity employer and affords equal opportunity to all applicants for all positions regardless of race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

***About Close to Home:** Close to Home exists to ensure everyone has a place to call home in San Antonio and Bexar County. As the region's Continuum of Care (CoC) lead agency, Close to Home secures and distributes funding for direct service providers in the housing and homeless community and provides guidance to improve policies and programs. We accomplish our mission by strengthening our*



coordinated system of care, promoting sustainable strategies, focusing on measurable impact, and advocating for people experiencing homelessness. For more information, visit closetohomesa.org.

Our Values:

*We are **Empowering Partners**. We meet people where they are, lead with trust, embrace differences, and elevate strengths.*

*We are **Relentless Learners**. We embrace optimism and innovation and dig deep to understand and solve problems.*

*We are **Resourceful Problem Solvers**. We strive to be subject matter experts and recognize setbacks as opportunities for growth.*

*We are **Systems Leaders**. We cultivate collaboration and nurture the health of the whole.*

*We are **All In**. We go "all in" to end homelessness while supporting each other and our community.*