Job Description

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<th>Learning &amp; Development Manager</th>
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Who We Are: Prevent Child Abuse North Carolina (PCANC) is the leading statewide nonprofit organization dedicated to preventing child abuse and neglect. Through collaboration with partners across North Carolina, PCANC works with communities to build safe, stable, nurturing relationships for all children. PCANC is a proud recipient of Charity Navigator’s prestigious 4-star rating and GuideStar’s Platinum Seal of Transparency. PCANC is the North Carolina chapter of Prevent Child Abuse America.

Capacity Building Team Purpose Statement

In collaboration with NC agencies and communities, members of the PCANC Capacity Building Team strive to create, offer, support, and sustain effective and impactful strategies and services leading to positive health and wellbeing outcomes for children and families. The building blocks for our team-based work include training, consultation, technical assistance, coaching and network management.

Capacity Building Specialist Responsibilities

OVERVIEW

The Learning & Development Manager reports to the Capacity Building Director. This position will contribute to the overall team deliverables by managing strategic efforts to retain, develop, and drive inclusion while championing training, capacity development and coaching best practices both within PCANC and with community stakeholders. The Learning & Development Manager will support internal PCANC workflows related to implementation of core policies and procedures that support diversity, equity and inclusion (DEI) best practices. The Learning & Development Manager will collaborate with agency and team leadership to provide subject matter expertise in collective impact, community planning, and ensure training and capacity building offerings are grounded in best practices. Finally, a key function of this role will be to support the Capacity Building Director in analysis of fee for service model and business plan development.

WORK DOMAINS (as assigned):

Delivery of Training & Professional Development Curriculum
Oversee training and consultation offerings (e.g., collective impact, protective factors, train the trainer, etc.) through development of workplans, calendars, and performance management workflows.

Assure adherence to curriculum delivery standards, adult learning principles, and intended learning objectives for all training and consultation offered through the PCANC Prevention Action Network (PAN).

Manage professional education opportunities, both in person and virtually, on issues critical to child abuse and neglect prevention for a wide variety of audiences.

Stakeholder & Community Engagement & Technical Assistance

Oversee and manage the planning, coordination, and facilitation of community conversations, group discussions, peer-to-peer learning opportunities, and other collaborative meetings that foster the protective factors and community engagement to support child abuse and neglect prevention.

Oversee and manage community-based collective impact work, relationship building, and systems change at the local level to support child abuse and neglect prevention.

Engage with community-based agencies in program exploration processes to include organizational / community assessments of readiness for broad scale collective impact / prevention initiatives.

Provide coaching and implementation support to community-based agencies throughout North Carolina, including interactions with program facilitators, site coordinators, and agency leaders as required.

Support, provide and oversee coaching and technical assistance to statewide networks of prevention agencies and professionals in various curricula (e.g., Standards of Quality for Family Strengthening & Support, Protective Factors Framework, etc.)

Business Development

Support Capacity Building Director and other Capacity Building team members in identification and execution of learning paths and experiences for members of the PCANC Prevention Action Network (PAN).

Support business development activities to include market analysis, stakeholder interviews, focus groups, and development of time and cost models for proposed service offerings.

PCANC Collaboration

Maintain a positive work environment in alignment with Capacity building team guiding principles.

Collaborate with the evaluation team to develop, refine, and support the ongoing evaluation of processes to improve services, including trainings, site visits, learning collaboratives, coaching and workforce development activities.

Collaborate with the communications team to develop, refine, and support development of messaging and resources to garner awareness of and improve strategies supporting prevention activities throughout the state.

Participate and engage in PCANC’s on-going efforts around diversity, equity and inclusion.

Participate in regular on-going supervision focused on skill development and administrative responsibilities.

Collaboratively participate in weekly team meetings, monthly staff meetings, and other agency-wide projects and activities.

Ensure timely reporting of grant deliverables to comply with agency audit standards / documentation.

Other responsibilities as they arise or are assigned.

Job Qualifications
Overall Requirements:
- Master’s Degree in social work, psychology, counseling, or related field and 7-10 years of experience working with prevention agency leaders and community stakeholders in support of child abuse prevention services.
- Understanding of child abuse prevention and PCANC’s mission and vision.
- Experience working with collaborative partners using effective community engagement strategies, including a collective impact (or other change management process), to move communities from awareness to action is preferred.
- Proven ability to create, lead, and implement DEI strategies and messaging for agencies and communities.
- Understanding of and interest in using implementation science as it applies to teams and infrastructure to support, sustain, and scale up evidence-based parent programs is preferred.
- Ability to apply knowledge of business and marketplace indicators to advance the agencies goals.
- Demonstrated effectiveness using both verbal and written communication skills.
- Able to prioritize work to be able to successfully complete multiple tasks within expected time frames.
- Ability to work independently and work in a home-based office or in person, as determined.
- Bi-lingual English/Spanish is desirable.
- Travel statewide may be required.

Direct reports
- PCANC Training & Event Planner
- Senior Partnership Engagement Manager

Equal Opportunities and Accommodations Statement

Prevent Child Abuse North Carolina is proud to be an equal opportunity employer, committed to providing a welcoming and diverse environment. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, gender identity or expression, age, marital status, veteran status, disability status, pregnancy, parental status, genetic information, political affiliation, or any other status protected by law. Accommodations are available for applicants with disabilities.