



The Immigrant Welcome Center

Job Description: Manager of Trainings and Resources

Department: Programs

Status: Full-time, exempt

Supervisor: COO

Supervises: Currently 3 positions (no more than 5)

Salary starts at: \$45,000-\$52,000 (commensurate with experience and education)

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; supportive benefits (including health insurance); flextime and time-off arrangements that support healthy integration of work and life demands.

Position Summary

The Manager of Training and Resources (“Manager”) is responsible for delivering and creating trainings for community partners as well as connecting our community to the resources available. IWC offers no-cost and fee-for-service trainings to our community. The Manager will lead or co-lead the trainings and drive awareness around serving our immigrant neighbors. Our current trainings include: IWC Presentation on our services and programs, Cultural Trainings (on a specific culture), and Navigating Culture and Bias Workshops. The Manager will also be responsible for overseeing the resources available in our community and ensuring that staff, volunteers, and clients all have access to the resources.

Responsibilities

Trainings

- Lead or co-lead current IWC presentations, trainings, and workshops to external partners and internally.
- Define key performance indicators for each training and regularly monitor results.
- Oversee and process payments for our fee-for-service model.
- Enhances and creates relevant trainings to address the community needs.
- Maintains knowledge of new methods and techniques for training, and training requirements applicable to the organization and/or industry.
- Collaborate with staff that boost training awareness and help further the goals of IWC.

Resources

- Oversee our resource database is accessible to volunteers and the community.
- Collaborate with community partners to bring resources to our immigrant community that are relevant and meeting the needs of our clients.
- Ensure we have quality resources available.

Supervisory

- Coach and supervise three staff: 1 Natural Helper and Volunteer Coordinator and 2 Community Navigators.
- Conduct annual performance evaluations that are timely and constructive.



Success Indicators

Success in this role is indicated by the following:

- Clear communicator and facilitator for diverse audiences
- Meet deadlines
- All materials produced reflect well on the organization
- Knowledgeable of training and facilitation practices, tools, and techniques.
- Display a positive attitude about the rights and opportunities for immigrants.
- Foster feelings of confidence and collegiality with colleagues, board members, volunteers, and other stakeholders.

Work Responsibilities & Requirements

- Works 2 days in the office, 2 days remote, and 1 hybrid day where you can be remote or in-person
- Flexible working schedules, 8-hour shift Monday – Friday. Choose your start time between 8:00am-10:00am, and end time between 4:00pm -6:00pm.
- Some evening and weekend work is required (flex time available)
- Extensive administrative work on computer and phone.
- Any other duties and responsibilities assigned by COO/CEO.
- A valid Indiana driver's license is required.

Required Qualifications & Skills

- Bachelor's degree (accepted from any accredited university) in related field
- Supervisory experience
- Professional and clear communication skills
- Fluent in English
- Authorized to work in the United States

Preferred Qualifications

- 3+ years of experience in training
- Fluent in another language
- Lived experience as an immigrant (in the U.S. or abroad), or a child of an immigrant
- Graphic design skills used in designing meaningful graphics for social media posts and newsletter layouts (digital and print)

This is an immediate opening, applications will be reviewed on a rolling basis.

Please email your resume, cover letter, and references to our COO, Christina Arrom Garza (carrom@immigrantwelcomecenter.org). Subject line should read: Applicant for Manager of Training and Resources.