



## Training and Resource Manager

MASSCAP is the association of the 23 Community Action Agencies (CAAs) – federally mandated anti-poverty agencies serving close to 600,000 people in virtually every city and town in the state. CAAs were created more than 55 years ago as part of the war on poverty to eliminate the paradox of poverty amidst plenty and to foster economic mobility and stability among our vulnerable friends and neighbors living with low incomes. MASSCAP’s mission is to strengthen and connect the statewide network of Community Action Agencies and collectively advocate for an end to poverty. Learn more at [www.masscap.org](http://www.masscap.org).

Founded in 2015, the MASSCAP Training Center (MTC) offers professional development opportunities and resources to enhance the ability of community organizations to serve their customers, develop their staff and boards, improve operations, expand capacity, and comply with funder requirements. Current MTC priority training topics: *Operations, Policies, and Procedures Best Practices; Strategic Planning and Performance Management; Learning and Teaching Life and Work Skills; Leadership Development and Career Pathways; Board Member Roles, Expectations, and Responsibilities; Advocacy, Outreach, and Systems Change; Health/Wellness and Human Services.*

The Training and Resource Manager will provide strategic direction and management of the MASSCAP Training Center (MTC), and overall support to MASSCAP and the MA Community Action Network. The Training and Resource Manager will also work with MASSCAP lead staff to seek, develop, and provide overall management of MASSCAP and MTC grants.

### Scope of Work

- **Oversee strategic planning and direction of the MTC:**
  - Continually evaluate and determine training priorities for the MA CAA network in collaboration with MASSCAP staff, Board members, and the MA Department of Housing and Community Development
  - Track and manage progress toward strategic goals and training priorities
  - Key team member in overall MASSCAP strategic planning efforts
  
- **Manage ongoing MTC operations:**
  - Manage training calendar and all on- and off-site logistics
  - Research, secure, and negotiate contracts with qualified trainers/presenters
  - Manage/Track participant registrations and payments via Constant Contact
  - Manage Zoom account and facilitate virtual trainings
  - Provide onsite/virtual support for trainings/meetings
  - Facilitate biweekly MTC team update/planning calls
  - Collect, analyze, and incorporate MTC participant evaluation results

- Support MASSCAP Communities of Practice (e.g. scheduling meetings, managing registrations, meeting facilitation as needed)
- Marketing, communications, and engagement:
  - Develop and distribute marketing of MTC offerings and resources via the *MTC Newsletter* as well as through targeted communications
  - Engage all 23 CAAs in MTC offerings each year
  - Expand the reach of the MTC to a wider audience of CAA and human services professionals
  - Manage MTC pages on MASSCAP website
- Research, reporting, and analysis:
  - Research and manage funding opportunities for the MTC and MASSCAP
  - Research training best practices and current trends
  - Develop annual workplans and report outcomes quarterly to funders
  - Report monthly or as needed to the MASSCAP Board of Directors on progress toward goals and priorities, ongoing training needs, and upcoming events
  - Conduct annual review and analysis of DHCD report on top unmet Organizational Standards
  - Support MASSCAP in additional research and reporting tasks as needed

### Qualifications

- Ability to lead projects and facilitate group collaboration and consensus
- Excellent communication skills, both oral and written
- Ability to work independently
- Experience working with nonprofits
- Ability to collect and work with data
- Experience with managing multiple online platforms
- Experience with managing and facilitating trainings
- Experience with grant research, writing, reporting, and overall management
- Experience with Community Action a plus
- Expertise and ability to develop and deliver relevant training content a plus, particularly in any of the MTC's top training priorities (*see above*)

This is a full-time position with start date as soon as possible.

Salary commensurate with experience.

Please send cover letter detailing your approach to the scope of work, qualifications, and relevant experience as well as resume to [jessbenedetto@masscap.org](mailto:jessbenedetto@masscap.org).