



Organization: Need Him Global Ministries
Position: Training and Development Manager
Location: Remote and Office as Needed

Position Description:

This Manager position will be primarily focused on enhancing the response capacity and performance of our volunteer responder network by developing and conducting training and development for existing and new responders. This includes working directly with volunteers, seminary students, and ministry partners. The Manager will assist in interviewing, onboarding, training, coaching, developing, and mentoring all types of volunteers.

The Manager will also work closely with the Chief Operating Officer of the ministry to forward the vision and execution of our Resident Leadership Program. This will entail interviewing, training and follow up with new Resident candidates, participating in strategy sessions with seminary partners, and speaking on behalf of the ministry as called upon.

The Manager will participate with the ministry team in scheduled weekly staff meetings as well as strategic meetings with the Chief Operating Officer and President to discuss how to improve, expand and propel all aspects of the responder performance and operations going forward.

The Manager will focus on three key areas required to manage and develop the response capabilities of the ministry. Those areas include:

- a. **Responder Management** – Assist in the recruiting, interviewing, evaluating, vetting, onboarding, training, and coaching of responders. With emphasis on continuing education and retention.
- b. **Resident Leadership Program Management** - Assist in the recruiting, evaluating, training, managing, and retaining of ministry Residents / Interns.
- c. **Improve Ministry Performance and Partner Effectiveness** – Be part of the team that is responsible for overall ministry response performance as well as management of Residents and ministry partners.

This person will may also be called upon to work with staff on special projects and initiatives in other areas of the ministry.

Primary Duties and Responsibilities - Volunteers:

- Assist in all aspects of interviewing and vetting volunteer applicants.
- Conduct database management, onboarding, vetting and follow-up for volunteers.
- Conduct online and in-person response system training for new and existing volunteers.
- Conduct continuing education training for existing volunteers with emphasis on coaching, retention, and effectiveness.

- Actively monitor, manage, and engage in conversations within the ministry response system.
- Support volunteer initiatives designed to improve training, enhance communication, encourage participation, offer appreciation, and improve efficiencies.
- Participate and / or lead Responder Prayer Team initiatives and meetings.
- Participate and / or lead in Responder Roundtables and other Responder initiatives.
- Support all ministry responders through active prayer and availability for questions.
- Attend weekly Staff Meetings providing updates on volunteer and Resident initiatives.
- Manage all additional requests directed by ministry leadership.

Primary Duties and Responsibilities - Partnerships:

- Assist in all aspects of interviewing and vetting academic partner and Resident applicants.
- Conduct database management, onboarding, vetting and follow-up for Residents.
- Conduct online and in-person response system training for Residents, Academic and Ministry Partners.
- Support Resident initiatives designed to improve training, enhance communication, encourage participation, offer appreciation, and improve efficiencies.
- Evaluate Resident conversations, providing feedback and coaching as needed.
- Participate and/or lead scheduled Resident meetings and forums.
- Assist with initiatives working with Bible Colleges and Seminaries to advance the opportunity that Need Him presents to students.
- Participate in recruitment activities such as job fairs, seminary events, partner meetings, and system demos.
- Assist in developing and cultivating relationships with seminaries, partner organizations and churches, including presenting the ministry online and in-class meetings.
- Participate in certain donor activities related to ministry response, volunteering and the Resident Leadership Program as needed.
- Assist with all initiatives related to partnering, coaching, meeting with and developing curriculum for Academic and Ministry Partners.
- Manage all additional requests directed by ministry leadership.

Skills/Qualifications:

- Know Christ as your personal Lord and Savior and be fully convinced that you belong to Him by faith through grace in Him alone.
- Preferred two years of experience in development and implementation of training.
- Preferred experience with volunteer organizations.
- Preferred experience in evangelism.
- Be actively involved with your local church and small group bible study such that you are growing in your Christian life and fellowshiping with God's people.
- Understand, agree with, and sign our Statement of Faith, Code of Conduct and Confidentiality Agreement living consistent with the Christian call outlined in each.
- Maintain a consistent prayer life in order for God to work through you in each conversation. (John 15:5)
- Bring positive attitude with an ability to excel in a flexible environment while working independently.
- Be knowledgeable of social media platforms (YouTube, Google, Facebook, Instagram, Twitter, WhatsApp, Snap Chat).

- Ability to be responsible and excel in a flexible work environment while working independently when necessary.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint).
- Possess strong organizational and motivational skills to multi-task across a broad spectrum of activities concurrently.
- Self-starter with positive attitude along with excellent interpersonal and organizational skills.
- Ability to handle confidential information with discretion.

Hours and Compensation:

This is a full-time position with the ministry with healthcare benefits. The Manager of Volunteers and Partners position is required to work a minimum of forty (40) hours each week. We will work with you to set your schedule each month and attempt to create and maintain a predictable schedule but there may be times when odd hours are required to balance the workload and to meet demands. You also must be able to provide your own computer and agree to installation of management software by our Technical Support partner allowing online access to shared drives and system support as well as virus protection.

Application Process:

Please send your resume and references to HR@needhim.org.