



National Association (NA)/ Chapter Model Role Profile: NA/Chapter Training Coordinator

This document is one of a series of model role profiles intended to assist NAs and Chapters in structuring the work of their Boards and key official positions. Each NA/Chapter operates somewhat differently and may assign responsibilities in different ways. These model role profiles give you suggestions and a checklist to help you make sure that certain basic areas are covered. They can also help you with recruitment and training of new officials. They can be found in section U of the Info File and can be seen in relation to the corresponding International Committees whose Terms of Reference are in section O.

General overview of the role

As the Training Coordinator, you are responsible for ensuring that your NA/Chapter provides high-quality training in accordance with CISV's educational/training principles and content. You act as a specialist in education and training and together with other key roles, ensure that the local training activities are aligned with CISV's goals. Key areas of responsibility may include leadership training (either for leaders and staff participating in programs, or for volunteers who are leading other volunteers in CISV e.g. in board), volunteer onboarding and other training activities; Depending on the size of your local organization, your role may be more about coordinating the training activities and leading a team of trainers (e.g. if you are the training coordinator in a multi-chapter NA or a big chapter), or then it might be more about actual training delivery. You act as a subject matter expert on topics related to training and education in CISV.

Key Responsibilities and Tasks

Basic responsibilities of a NA/Chapter Training Coordinator – as a broad summary:

- Obtain and maintain certified trainer status via Train The Trainer (TTT) course
- Keep up to date with CISV Education principles and content
- Conduct training preferably using approved CISV resources and materials when those are available
- Collect feedback from training participants, evaluate trainings and take actions based on it
- If you are National Training Coordinator: liaise, seek support and seek advice when needed from CISV's Regional Teams: Training and Quality Assurance, Educational Programmes, and/or Chapter Development.
- Design a localized training strategy/model and approach for training delivery: How the trainings are arranged locally, how responsibilities are shared and how high quality is maintained. Keep track on local training materials and ensure that they are up-to-date when the trainings are delivered. Liaise actively with Training and Quality Assurance Regional Coordinators (TQA ReCos) as a first point of contact to receive support on these topics.
- Depending on size of NA/Chapter find, keep and manage a team of TTT-certified trainers

Throughout the CISV Year (key responsibilities)

- Create a training plan for program participants (or their families), leaders and staff

- Create a training plan for other key volunteers or active members
- Communicate training content and practical arrangements to target audience
- Coordinate the planned training activities to target groups according to the plan
- Ensure high-quality delivery of training activities by evaluating success and if needed, providing additional training activities
- Collect feedback from trainings and regularly develop training further based on training evaluations

Main Policies and Resources

- BigEd (Info File T-02)
- Passport (Download link from website)
- Program guides for designing/delivering programme-specific trainings
- Local processes/policies (of your National Association) related to training: Training standards, training requirements, parent training requirements, etc. if available

Monitoring, Evaluation & Risk Management

You know you have succeeded as a Training Coordinator, when

- All program leaders and staff have received appropriate training
- Feedback from the trainings are positive and encouraging
- You have taken actions based on received constructive feedback
- Active collaboration with Program Coordinators, Junior Branch, Risk Management and Profile Raising enables your local CISV organization to arrange safe and high-quality activities
- There are no major issues returning from PDPEF or Issue Reports sent out by IO
- Other like-minded organizations benchmark CISV's training activities and want to learn from them

Working Relationships

The Training Coordinator succeeds when he/she collaborates with other key volunteers to deliver high-quality trainings. This role is a key enabler of creating and maintaining a child-safe organization, and as the Training Coordinator you can act as a link between different key volunteers to ensure that the content is relevant and well targeted to its target groups. It is recommended to utilize your network when delivering trainings – just ensure that your key trainers have a valid TTT certificate!

Work Relationships

- **Local/NA Trainers** (if you have a big CISV organization) can be your greatest asset in delivering trainings. Collect a pool of experienced CISVers and trainers and help them acquire and retain a TTT certificate to deliver trainings. Designing and delivering trainings together helps you to share the workload, increase the quality of activities, and also support with the organization's continuity if you were to step down as a Training Coordinator.
- **Risk Manager** is able to tell you what kind of issues your local Chapter/NA may have had in the past regarding international programs. Risk Manager is also able to highlight if there are any new topics to be considered when delivering training to different target groups.
- **The Program Coordinators** will know everything about their specific program areas. Collaborate with them to design program-specific trainings and to learn about what might be requirements and needs of different training target groups. Plan the trainings together with Program Coordinators to ensure that your program participants, leaders and staff are aware of upcoming and required training activities.

- **The Junior Branch Representatives** are a great asset when planning trainings especially for youth (e.g. Step Up participants). Involve your local JB representatives to design and/or deliver training activities, and at the same time support their own growth into future leadership roles.
- The **Profile Raising/Marketing Coordinator** can help you to communicate about the training activities and reach the audiences. He/She may also be able to utilize your training activities as marketing or PR materials and to communicate about our educational impact as an organization. Support them by advising on how to train on topics related to profile raising and marketing.
- **TQA Regional Delivery Teams** can be approached for any questions regarding your national/local trainings, e.g. training materials, practical tips or structure of your local and national trainings. The TQA Regional Delivery Team is your first point of contact on CISV international level and gladly supports you with everything you need with their training expertise.

Networking

Remember those peers from the time when you attended your Train-The-Trainer workshop? Utilize your peers outside your home organization to benchmark best practices and to share insights on how trainings can be arranged. Co-operate with nearby Chapters inside or outside your NA. In addition to your local CISV board, you can also get to know people from other like-minded organizations and learn from them.

Reporting Hierarchy

As the Training Coordinator you typically report to your NA/Chapter President. If there are multiple trainers in your local CISV organization, they typically report to you.

Key Competencies

Attitudes

- Willing to promote CISV's vision and values through training activities
- Willing to constantly learn by doing and to promote a mindset for continuous learning
- Willingness to make others successful in their role
- Willingness to constantly seek up-to-date content and tools from CISV international and develop training in CISV

Skills

- Ability to transfer CISV's goals into practical training activities
- Training design, facilitation and delivery skills
- Ability to motivate and inspire volunteers
- Delegation skills
- Skills to reflect and debrief

Knowledge

- Knowledge of CISV goals, structure and programmes
- Knowledge of CISV education principles and content, especially related to experiential learning and CISV's four content areas
- Knowledge of CISV's approach to creating a child-safe organization and understanding of how risk management is linked to trainings

Additional Comments

Recommendations (to be good in that role)

Though, the role of the Training Coordinator seems to have its peak workload while preparing for programmes, you should not forget the benefit of continuous work in the off-programme season, where you update trainings based on feedback, recruit and train new trainers, and exchange information with your peers. Preparing all this outside the programme season helps you to distribute the workload and be well-prepared for the programme season.

Hints on the difference for NAs or just for Chapters, or for Chapters in multi-Chapter NAs.

Depending on the size of your local CISV organization, this role may be split between multiple persons. If you are a Chapter Training Coordinator in a multi-Chapter NA, please check what kind of national training policies / processes apply through your national level and how training responsibilities have been split between your NA and Chapter.

Learning and Training options

- **Highly recommended:** Train the Trainer RTF
- **Beneficial:** Risk Management RTF, Essentials of Peace Education RTF
- **Not offered by CISV, but still beneficial:** Volunteer leadership trainings (these may be offered by Like-Minded Organizations in your city / country)