



**Title:** Trainer & Replication Manager

**Reports to:** Director of Strategy (KinnectU Interim Director)

**Job Location:** Hybrid, with expectations to work at the Cleveland office or other locations, as requested

**Benefits:** Health, Dental, Vision and Retirement, Paid Time off, Holidays

**Date Posted:** June 2024

**To Apply:** please contact Diane McNally from Diane McNally Consulting at [diane@dmcnallyconsulting.com](mailto:diane@dmcnallyconsulting.com)

## Overview of Kinnect

Kinnect is an Ohio-based non-profit organization dedicated to developing KinFirst strategies and delivering programs that build and strengthen kinship connections and inclusive support networks for families, young people, and children. With a vision to ensure young people and families have a sense of belonging, the essential resources, and relationships to thrive, Kinnect has been partnering with families, public agencies, and private providers for almost 20 years. Through collaborative efforts, Kinnect aims to improve permanency outcomes, build networks of support, and create innovative strategies that align with a KinFirst culture mindset and approach. Building a KinFirst culture requires equitable investments, training, coaching, policy, practices, and partnerships that prioritize family and kin and support stability, culture, and community. Kinnect is proud to be a nationally recognized leader and pioneer in the field, which led to the development of KinnectU, a training, consulting, and replication branch of Kinnect, to provide these services to all child- and family-serving organizations. Kinnect delivers programs and services across the state of Ohio and through Kinnect U has been providing training nationally with our Search, Explore, Engage, Kinnect (SEEK) offerings. Our programs include the Ohio Kinship and Adoption Navigator Program (OhioKAN), Kinnect to Family (KTF), Youth Centered Permanency Roundtable (YCPRT), and Youth Navigator Network (YNN). In addition to our SEEK offerings we have a series of trainings in our Safe Affirmed Youth (s.a.y.) training that includes Family Finding strategies for youth who identify as LGBTQIA+. Kinnect is

grateful to receive support from a variety of sources, including contracts with government entities, partnerships with nonprofits, generous grants, and invaluable donations from foundations and private donors.

### **Position Summary:**

The KinnectU Trainer & Replication Manager is a full-time position that serves as a KinnectU trainer for Kinnect and all program areas, as well as the lead for program replication development and oversight. This position includes responsibility for learning and development activities to include the delivery of new staff onboarding, program-specific training, stakeholder presentations, meeting facilitation, coaching, and consulting for Kinnect staff, programs, and partners. This position will help shape learning and engagement for all Kinnect partners and programs. It is critically important for the Trainer & Replication Manager to maintain a strong knowledge base of Ohio revised code and administrative code as it relates to child welfare practice, as well as other state child welfare systems and policies. The Trainer & Replication Manager will also work closely with other Ohio child welfare training and program partners. This position serves as a voice of Kinnect's values, mission, and vision both internally and externally.

The KinnectU Trainer & Replication Manager will work under the direction of Kinnect's Director of Strategy (KinnectU Interim Director) to also manage various KinnectU projects, Program Replication planning and coordination, and training content development and delivery. The KinnectU Trainer & Replication Manager will be responsible for coordinating, facilitating, and monitoring site benchmarks for Replication Teams as they implement programs with new jurisdictions. They will play a critical role in maintaining partner relationships as well as teaming with Kinnect program staff to provide quality service and adherence to agreed upon deliverables.

### **Essential Functions:**

#### Training:

- Support the enhancement of overarching organizational goals through training and cross-program collaboration.
- Conduct training sessions and facilitate workgroups.
- Effective presentation skills in one-on-one, small and large groups, with peers, direct reports, local and national audiences. Be able to manage group process during presentations and able to adapt midstream.
- Build and maintain relationships with Kinnect and partner agency staff.
- Partner with other trainers and Kinnect staff for the development, coordination, and delivery of Kinnect's Employee Onboarding Program, in-service training, and ongoing learning and development opportunities for Kinnect employees.
- Mentor new Kinnect staff through modeling, collaboration, and coaching approaches.
- Lead and help develop new training content including delivery of completed curriculums, training outlines, PowerPoints, and handouts as needed.

- Assess and support training needs of all Kinnect programs and contribute to professional development activities for various roles.
- Provide program-specific stakeholder training.
- Maintain documentation and reporting, including pre/post-test knowledge checks and evaluations.
- Coordinate enrollment and accurate tracking of attendance at training courses.
- Research and introduce best practices in training and development including providing counsel on recommended methods and modalities for designing curriculum, delivering, evaluating, and maintaining appropriate training experiences.
- Assess and provide feedback to Kinnect supervisors, as well as partner agencies, regarding employee engagement and retention/application of training material.
- Lead organization wide activities that support team building and contribute to a culture of partnership, integrity, outcome focused, innovation, diversity, equity, and inclusion.
- Provide support to trainers and other staff through KinnectU CQI (Continuous Quality Improvement) processes to strengthen existing training and new content development
- Demonstrate LMS (Learning Management System) competencies for maintaining updates and imputing new information, course content, new training descriptions, Kinnect staff onboarding and ongoing training and completion

#### Replication & Partnership Management:

- Lead program replication planning and development.
- Research program replication models to inform Kinnect replication approach, cost structure, and teams needed for new projects.
- Helps to coordinate and communicate with interested partners to share and obtain information for the development of contracts and payments.
- Conducts needs and readiness assessments of partner organizations and tailoring training/support, as needed.
- Responsible for ensuring deliverables are met and arranging logistical planning for program replication and implementation support within a given budget.
- Working with each partner's leadership team to ensure positive relationships and outcomes to increase the replication success.
- Explore and coordinate marketing and communications needs for program replication with site partners.
- Research and understand CEU/CLE needs and processes.
- Review reporting from partner organizations to assess whether additional support is needed.
- Helps support, identify, and correct problem areas.
- Manage relationships with partners to maintain clear communication, smooth processes, and strong working relationships.
- Document relationship-building efforts and discuss with partnership teams as needed.

#### Leadership & Relationship Management:

- Develop high quality relationships both internally and externally to move the work forward.

- Works in partnership with Program Directors, Associate Program Directors, Program Managers, and Regional Directors to educate and support partners to ensure all Kinnect and partner commitments are understood and actualized for new replication projects.
- Works collaboratively with Program Directors, Associate Program Directors, Program Managers and Regional Directors(s) to review and help manage exploration, installation, initial implementation and full implementation processes and benchmarks.
- Co-create, implement, and manage program replication plans for Kinnect replication teams and leadership.
- Think across functions and strategically during internal and external meetings.
- Be willing to pursue own professional development within the role through attending training/webinars, reading, taking courses, etc.
- Actively participates in pilot and project activities related to the advancement and success of program replication, as needed.
- Works with strategic partners and consultants to further training and program replication development efforts.
- Create and maintain program replication specific Standard Operating Procedures (SOP), as needed.
- Attend program and staff meetings, as needed.
- Maintain confidentiality regarding Kinnect, partner organizations, and families served.
- Support special projects and assignments, as needed.
- Maintain an understanding and ability to execute the Dare to Lead Leadership Framework
- Be able to learn, grow, participate and lead Inclusion, Diversity, Equity and Access (IDEA) initiatives.
- Perform other responsibilities assigned by the Director of Strategy (KinnectU Interim Director)

## **Guiding Principles and Competencies:**

**Partnership:** Bringing our collective experience and skillsets to relationships that support our connectedness and achievement of our mission.

- I build constructive and effective relationships to find common ground and solve problems
- When I participate in teamwork, I will ensure that I am giving everyone accurate and timely information as needed to move forward on our common goals
- I reprioritize when needed and create focus to strengthen partnerships throughout times of change
- I strive to help people feel included, respected, and valuable about being a member of the team

**Inclusion, Diversity, Equity and Access (IDEA):** As a learning organization, we pledge to ongoing and sustained work in diversity, equity, inclusion and accessibility through collaboration with families, communities, Kinnect team members and our partners.

- I pause for self-reflection and to analyze my own assumptions, behaviors, and previous/current experiences
- I take responsibility for my own growth and development in this space (i.e., self-education through TED Talks, books, articles, and how new information can be applied in practice)
- I am willing to speak up if I witness exclusionary behaviors, bias, and discrimination
- I give other's grace in our learning journeys, we give each other time to process, and we give each other the space to circle back
- I strive to be a catalyst for change, thought partner and leader in bridging the work of systems innovation and disruption, anti-racism, and transformation
- I foster belonging by committing to centering the voices of those who have been historically and are presently marginalized
- As a learning organization I pledge to ongoing and sustained work in diversity, equity, inclusion, and accessibility through collaboration with families, youth, communities, Kinnect team members and partners

**Innovation:** Continuous and dynamic process where creative ideas are valued, discussed, and implemented to significantly disrupt routing and prevailing structures.

- I am willing to share my ideas, even the new and unique ones, when brainstorming, problem solving and in my daily work
- I explore issues through a lens of equity and inclusion by co-creating solutions with people, not for people. I am committed to centering and elevating the voice of those we serve, whether it be families, youth, caregivers, team members or our partners. I am willing to design programs and solutions for the future we want to have.

- When faced with challenges, I remain curious, look beyond the obvious and my own lens and perspective to push myself to look for multiple solutions even though I might not have all the answers. I am open to iterating and continuous learning
- I choose to view failure as an opportunity to learn

**Integrity:** Having the courage to live the Kinnect values of dignity, respect, and honesty.

- I strive to be self-aware and open to feedback that allows for development and growth
- I stay aligned with Kinnect's values while maintaining flexibility to incorporate new ideas and perspectives
- During difficult times, I strive to maintain composure, self-regulate, maintain my sense of self-awareness and stay in empathy when working through issues
- I take responsibility for contributing to high quality and inclusive end results, for the good of the greater team
- I take responsibility for my own boundaries, self-care, and rest so that I am able to engage meaningfully in my work at Kinnect

**Outcome Focused:** We strive to measure our work, to pivot, iterate, and improve to accomplish desired results.

- I make time and space to assess process, progress, and results
- I work with my team to make sure we all have up-to-date information so we can make accurate and informed decisions
- I ask for what I need to be able to contribute and perform to the best of my ability
- I keep families, youth, community partners and Kinnect team members in mind when creating goals and throughout the course of the project

**Communicate Effectively:** Develop and deliver communications using various methods that conveys a clear understanding of the unique needs of the different audiences we communicate with.

- Attentively listens to others
- Provides timely and helpful information to others across the organization
- Encourages the open expression of diverse ideas and opinions
- Ability to utilize multiples communication methods such as telephone, email, letters, reports, to name a few to share information and to keep people informed of progress or what is needed

**Leadership Acumen:**

Understands the complexities involved in organizational functioning as it relates to people, to overall strategy, and to policies/procedures. Is able to achieve high quality results through informed decision making and applying knowledge from experience, education and through partnerships.

- Comfortably navigates through complex policies and processes
- Successfully manages team related dynamics
- Gains the confidence and trust of others through honesty, integrity, and authenticity
- Understands the meaning and implications of key data indicators and decisions.
- Interprets and applies data analysis to generate, evaluate, and act on strategic options and opportunities

### **Effective Team Development**

Ability to build strong identity teams that are inclusive and can apply their diverse skills and perspectives to achieve common goals.

- Creates a sense of belonging and strong team identity that allows members of the team to apply their diverse skills and perspectives to achieve common goals
- Develops people to meet both their professional goals and the organization's goals through coaching, feedback, exposure, and stretch assignments
- Fosters innovation and learning from mistakes to support individuals and the team in achieving the mission and vision of the organization
- Demonstrates self-awareness and actively seeks new ways to grow and be challenged

### **Administers and Supports Efforts to Achieve Goals**

Provides leadership and direction to the team to ensure success in achieving common goals. Is able to provide appropriate support, guidance and accountabilities to achieving organizational goals.

- Provides direction and delegation by planning and prioritizing work
- Intervenes to remove obstacles when needed to achieve organizational goals
- Holds self and others accountable to meet commitments and results
- Focuses on continuous improvement by marshaling resources and orchestrating multiple activities to accomplish goals
- Builds partnerships and works collaboratively with others to meet shared objectives

### **Manages Complexity and Innovation**

Understands and is skilled in making sense of complex situations and challenges to effectively resolve issues. Has skills and an understanding on how to support the use of innovation and implementation science to understand opportunities and challenges that arise at the organizational level and within teams.

- Asks questions and acquires information to make quality decisions that effectively solve problems
- Adapts approaches to match different situations and shifting demands
- Effectively builds formal and informal relationship networks inside and outside the organization to exchange ideas and resources
- Cultivates innovation and actively learns through using both successes and failures as growth opportunities

**Education/Qualification:**

- Bachelor's Degree required; Preferred in Social Services or related field.
- Licensed social worker preferred, but not required
- Past supervisory experience, preferred
- Minimum of five (5) years training experience preferred
- Minimum of (2-3) years of project management and/or new initiatives oversight preferred
- Experience in working in child welfare, social services, academia, or government settings preferred.
- Knowledge of the Ohio child welfare system.
- Possess exemplary public speaking, training, and interpersonal skills and capabilities.
- Ability to build relationships and structured partnerships with external partners and new organizations interested in Kinnect and KinnectU training, consulting, and program replication.

**Inclusion Diversity, Equity, and Access:**

Kinnect is committed to fostering, cultivating, and preserving a culture of inclusion diversity, equity, and access. These commitments are not just part of our value system but are at the core of our intentional actions to eliminate systemic barriers that have produced inequities based on differences.

We commit to a sustained investment of time, resources, and people to advance equitable realities for our employees, and for the children, families, and communities that we serve. We do this by intentional advocacy for social justice and the continuous scrutiny of the systems that we create and those in which we operate.

Our employees are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and success, as well.

We embrace our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and intellectual or emotional ability, political affiliation, race, religion, sexual orientation or identity, socio-economic status, parental or family status, medical or genetic status, veteran or disabled veteran status, and other characteristics that make our employees unique.

Kinnect's inclusion, diversity, equity, and access initiatives involve, but are not limited to, our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; staffing decisions; terminations; and the ongoing development of an inclusive work environment.

**Equal Opportunity Employment:**



Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All aspects of employment with us will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment. Employment Posters stating current regulatory and legal requirements are posted in Kinnect's main office and on the intranet.

**Working Conditions:**

- Travel required, as needed. Must have access to own transportation.
- This job requires occasional overnight travel
- Kinnect as an organization has a Hybrid Work Model that combines remote and on-site work at Kinnect, as well as routine on-site or in-person work with team members, partner sites, community events, and direct service in the field.
- This role will utilize standard office equipment that will be provided by Kinnect

**Hiring Process:**

- Background Check Information: The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal conviction(s) will be made before excluding an applicant from consideration.

**Disclaimer:** The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All employment decisions at Kinnect are based on organizational needs, job requirements and individual qualifications, and will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment. Employment Posters stating current regulatory and legal requirements are posted in Kinnect's main office and on the intranet.

**American's with Disabilities Act:** This position involves sitting in a stationary position for at least 50% of the time and the ability to ambulate without assistance to attend on-site meetings, as needed. The job requires movement in a typical office environment with file cabinets, office machinery, office furniture and typical hallway and access doorways. The position must operate typical office equipment, such as copiers, telephones, computers, and peripherals. This job requires that the person must have the ability to access transportation to attend meetings and special events. The organization provides reasonable accommodations for this position.