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| Logo  Description automatically generated | **Training & Policy CoordinatorJob Description** |

**About Us**

Star House exists to lift young people out of homelessness and into a community of hope. Founded in 2006, Star House operates our nation’s only 24/7/365 drop-in center for teens and young adults experiencing homelessness that offers immediate access to safety and hosts continuous best practice research for effective service. Along with the Finance Fund and Columbus Metropolitan Housing Authority, Star House operates the only housing village of its kind in Central Ohio for young people who are exiting homelessness. The organization met the unique needs of 1,160 individual young people in 2022, successfully connecting them with housing, jobs, education, health care, therapy, and a range of community resources.

Star House’s mission is to do whatever it takes to support young people as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model of service for youth nationally and globally, based on the demand for our services in other communities.

We are seeking a Training & Policy Coordinator who believes in our mission; embodies our values of unconditional love, doing whatever it takes as long as it takes and creating innovative solutions; and who can help us achieve our vision with development expertise.

**Job Description**

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| **Title:** Training & Policy Coordinator |
| **Work Location:** Star House, 1220 Corrugated Way, Columbus, OH 43201 |
| **Reports To:** Manager of Team Resources & Development  |
| [x] Full-Time | ☒Non-Exempt, Hourly |
| **Position Summary:**The Training & Policy Coordinator will provide support, direction, insight and implementation of internal and external training initiatives that inspire, educate and empower Star House employees and volunteers. This role will have responsibility for the development and implementation of key policies and procedures across Star House. Additionally, the Training & Policy Coordinator will support functions of the Human Relations team as needed.  |
| **Responsibilities and Essential Functions:**The following duties are representative of performance expectations; however, the list below is not ranked in order of importance.* Reviews existing training programs and policies; suggests enhancements and modifications to improve engagement, learning and retention of employees and volunteers and/or to meet the needs of youth guests, Star House employees and volunteers and all regulatory agencies
* Continually researches methods and techniques in workplace training and policy standards and remain up to date on best-in-class training programs/opportunities
* Assists in the coordination, creation and implementation of each year's training curriculum and materials to ensure all organization standards as well as compliance and regulatory standards are maintained
* Utilizes existing research and policy to coordinate creation of new policy and evaluation of existing policy
* Navigates complex scheduling needs for training to best serve 24/7/365 operations
* Understands the importance of DEIB (Diversity, Equity, Inclusion & Belonging) and cultural competence in implementation of all responsibilities and functions
* Identifies issues and opportunities such as operational changes or other internal/external developments that training could improve. Proactively seeks feedback and insight from all employees to ensure effectiveness of training programs
* Organizes, tracks and reports all mandatory and optional training participation to ensure clear organization of records for training received by employees and volunteers
* Modifies course materials and training manuals to coordinate specific training needs
* Collaborates with outside agencies to create and implement training programs that will enhance the service provided by Star House employees and volunteers. Acts as the point-person for training administered by partners or acts as the facilitator for each training program
* Understands the importance of legendary customer service and interacts with all Star House stakeholders with this in mind
* Supports Manager of Team Resources & Development in performing HR-related administrative tasks as necessary
* Performs other related duties as needed

“Job performance is evaluated according to the policy provisions of Star House and the Educational Service Center of Central Ohio-Council of Governments.” |
| **Minimum Qualifications:*** Bachelor’s degree in Public Policy, Communications, Public Relations, Business, Political Science or related field preferred OR two years of experience in training and policy development
* Demonstrated expertise with Microsoft Office Suite, Google Docs, task management systems (ex. Monday.com) and other related software
* Previous experience working within social services, non-profit industry or with at-risk populations, OR related education
* Strong, demonstrated research skills
* High emotional intelligence, understanding of trauma-informed care
* Verbal and written communication expertise, including but not limited to copywriting and copyediting
* Thorough understanding of training processes with demonstrated skills in training curriculum development, prioritization and organization
* Strong presentation skills; Ability to administer training to individuals and teams, including employees, partners, volunteers and board members
* Organized and detail-oriented; able to prioritize and coordinate competing priorities

*Note:* This assignment may require a valid driver’s license and access/availability of a reliable vehicle. |

*Star House is committed to equal opportunity employment, regardless of race, color, religion, age, sex, sexual orientation, gender identity and expression, socio economic status, national origin, veteran or disability status. In order to further Star House’s mission, achieve our vision and live out our values, drawing from the collective wisdom of a diverse group of individuals is essential. With diverse minds influencing our work and decisions, we can go further for the young people we serve, ensuring that our continued programming and the solutions developed along the way are influenced by the best minds.*