Title: Renew Trainer  
FLSA: Non-Exempt

<table>
<thead>
<tr>
<th>Hours:</th>
<th>Salary Range:</th>
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<tbody>
<tr>
<td>40 hours a week, full time</td>
<td>$22.00 - $25.00 hourly/DOE</td>
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<tr>
<th>Department:</th>
<th>Reports to:</th>
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<tr>
<td>Employment, Education &amp; Training</td>
<td>Training Supervisor</td>
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Overview:
Housing Hope and HopeWorks agencies are the major non-profit developer of affordable housing and provider of human services in Snohomish County and Camano Island. Our mission is to promote and provide affordable housing and tailored services to reduce homelessness and poverty for residents of Snohomish County and Camano Island. We achieve this through a variety of interventions including social enterprises, children’s services, subsidized housing opportunities and services, employment, education and training services.

Purpose:
The Employment, Education & Training (EE&T) Department, comprised of Housing Hope and HopeWorks team members, is an innovative team that helps individuals secure career pathway employment in in-demand fields so that they can quickly and progressively increase their income. The north star of HopeWorks Social Enterprises is the Job Training Program, providing soft and hard skills to trainees who are facing employment barriers, often entering employment for the first time or who have been out of the workforce for a long period of time. This position is responsible for the coordination and delivery of high-quality training to participants of the 12-week Job Training Program at Renew Home and Decor. This position maintains positive, collaborative relationships inside and outside the agency and provides support to department and program staff. This position has responsibility for participating in program coordination, including meeting goals and outcomes.
**Essential Functions:**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Renew Trainer must be able to competently perform the following:

- Actively participate with the HopeWorks Training Team and Employment, Education & Training Team regarding training program development and coordination, including the continued growth and enhancement of the high quality training materials and training for Renew trainees.
- Serve as the lead trainer, providing on-the-job training for Renew trainees, including customer service, inventory control, marketing, and basic skills for gaining permanent employment.
- Create opportunities to strengthen and practice soft skills through coaching, developmentally appropriate activities and access to community partner resources as part of core curriculum. Focus on skills necessary to ensure trainees are prepared to be successful in employment and/or further education.
- Facilitate learning through a variety of delivery methods including classroom training, on-the-job coaching, inclusion of local experts and guest instructors, off-site experience, etc.
- Track training effectiveness for all trainees.
- Manage Renew training program administration, including weekly reporting, meetings and coordination with the Housing Hope Employment, Education & Training Team to ensure an effective training experience.
- Lead development and delivery of a transformative training experience; model best practices to grow the HopeWorks Training Program.
- Encourage online training and enhance training experience by providing access to online resources and keeping a finger on the pulse of current trends in retail and customer service.
- Apply assessment tools to measure training effectiveness and ensure incorporation of taught skills & techniques into trainee’s work behavior.
- Participate in staff meetings and staff trainings as required.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is regularly required to stand; climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift, carry, push and pull up to 25 lbs. frequently. Items that are over 25 lbs. must be lifted, carried, pushed, pulled, or moved with proper equipment for assistance (dolly) and proper safety procedures must also be followed.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
• Ability to work in a general office/classroom environment as well as outdoor environment. Possible exposure to weather—heat, wet, cold, wind, and noise.

Required Education & Experience
• High School Degree or equivalent and minimum 2 years’ experience in retail and/or customer service.
• Ability to manage multiple demands, including frontline training as well as administrative tasks and documentation
• Strong training, communication, organizational, and interpersonal skills
• Experience leading staff and working with diverse groups with varying skill/backgrounds in conflict resolution, problem solving, and decision making.
• Ability to manage and prioritize multiple demands and tasks.

Other Knowledge, Skills & Abilities:
• Include a cover letter and resume.
• Passionate about helping others.
• Proficiency in working with Microsoft Suite.
• Include the word “super” either in the email subject line, cover letter or resume.
• Working onsite is encouraged while following COVID protocols as instructed by the Governor, including wearing PPE at all times.
• Ability to work some evenings.

We at Housing Hope embrace and practice a high standard of diversity and inclusion and strive for equity for all persons regardless of race, color, religion, citizenship, national origin, veteran status, marital status, political affiliation, sexual orientation, gender identity, disability, sex, age, status in regard to public assistance, or any other basis protected by local, state or federal law.