



Open Arms of Minnesota Job Description: Staff Training and Career Development Manager

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our two state-of-the-art kitchens, OAM staff members and more than 4,700 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own 5 Open Farms urban garden locations. Volunteers deliver meals throughout the Twin Cities metro area to approximately 4,400 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. In addition, families in need throughout Minnesota receive meals shipped to them weekly. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit www.openarmsmn.org

Open Date: May 24th, 2024

Closing Date: Until filled

Position Overview: The Staff Training and Career Development Manager contributes to the mission of Open Arms by working closely with the Chief of Staff to design, implement, and manage training and career development programs to support the growth and success of our employees. This role requires a combination of strategic thinking, hands-on training program development, and effective communication skills to ensure the alignment of training initiatives with organizational goals and objectives. As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms and consistently maintains a high level of customer service to all guests, clients, and fellow team members.

Primary Responsibilities

- In collaboration with the Chief of Staff, develop and implement comprehensive training and career development strategies that support the organization's objectives and enhance employee performance and engagement.
- Design and deliver a variety of training programs, including onboarding, skills development, leadership development, safety and technical training, utilizing a range of delivery methods such as instructor-led sessions, e-learning, workshops, and seminars.
- Collaborate with departmental managers and subject matter experts to create and update training materials, resources, and curriculum content that are relevant and engaging.

- Identify training needs through ongoing assessment and analysis of employee skills, and performance gaps.
- Partner with Leadership Team to identify high-potential employees and develop tailored development plans to nurture their talent and accelerate their career progression.
- Lead train-the-trainer programs to build internal capability and ensure consistent delivery of training content across the organization.
- Conduct needs assessments and research emerging trends to identify new training topics and methodologies that address evolving organizational needs and industry standards.
- Evaluate the effectiveness of training programs through feedback mechanisms, surveys, and performance metrics, and make recommendations for continuous improvement.
- Provide coaching and support to employees at all levels to help them identify and pursue career advancement opportunities within the organization.
- Manage the administration of training initiatives, including scheduling, logistics, budgeting, and vendor management.
- Support with the development and implementation of DEI training initiatives.
- Act as a champion for continuous learning and professional development within the organization, promoting a culture that values and prioritizes employee growth.
- Support with special projects and initiatives related to talent development, organizational change, or other HR priorities as assigned by senior leadership.
- Other related duties as assigned.

Requirements:

- 4+ years of well-rounded experience in Human Resources with a substantial focus on training and career development.
- Solid knowledge of management and supervisory best practices.
- Certifications such as Certified Professional in Learning and Performance (CPLP) or SHRM-CP/SHRM-SCP are a plus.
- Experience in a non-profit, mission-driven and/or volunteer driven environment strongly preferred.
- Proven track record of designing and delivering successful training programs that drive employee development and performance improvement.
- Excellent communication, presentation, and facilitation skills, with the ability to engage and motivate diverse audiences.
- Ability to build successful relationships, earn trust, and to exert influence across the organization.
- Ability to collaborate effectively with cross-functional teams and build relationships at all levels of the organization.
- Knowledge and understanding of relevant employment laws.
- Experience with Diversity, Equity and Inclusion initiatives across organizations preferred.
- Experience creating and implementing staff and management training, staff development plans and staff appreciation programs.
- Solutions-oriented approach.
- Strong HR technical skills and soft skills.
- Strong communications and listening skills with the ability to effectively communicate with a variety of audiences across all levels of the organization.

- Understanding and observing discretion/confidentiality requirements.
- Strong creative problem-solving skills.
- Strong customer service skills with internal and external stakeholders.
- Great organizational skills and ability to adapt quickly to the changing needs of the organization.
- Able to keep calm in demanding, busy situations.
- Ability to work with flexibility, efficiency, and enthusiasm, both individually and as part of a team in a fast-paced, high-demand environment.
- Ability to contribute to a positive team environment.
- Extremely detail-oriented, well-developed organizational skills and ability to handle multiple projects at the same time.
- Proficiency in standard office software programs (Office, PowerPoint, etc.).
- Ability and flexibility to work at two different physical campuses – one in Minneapolis and one in St. Paul.
- Flexible availability to work onsite during hours of operation, including evenings and weekends.
- Sensitivity and commitment to diversity and ability to work respectfully with a wide array of co-workers and members of the community.
- A passion for the mission and values of Open Arms.

Reports To: Chief of Staff

Location: Minneapolis and St. Paul, MN

Pay Rate: \$31.25 - \$36.05 per hour

Hours: Part-Time, approximately 25 hours per week

To Apply:

Please send a resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404

Benefits:

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, employee assistance program, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan, voluntary life, critical illness, hospital indemnity and accident insurance are also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage all individuals with direct or transferable experience to apply for our open positions.

Equal Opportunity Employer