



TRAINING SUPERVISOR

About the agency. Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving approximately 7,500 individuals impacted by domestic violence & facilitating an intervention program to over 300 people who use abuse. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship (SUCCESS). In addition, the principles of Sanctuary (a model for providing trauma-informed care) and continuous improvement infuse all aspects of the organization.

About the role. As a Training Supervisor, you will collaboratively manage and oversee ongoing training initiatives for various WC&S Residential programs and relevant staff. You will be responsible for creating and managing pre-specified work, manuals, forms, and other documentation, recommending and making improvements as necessary. Additionally, the Training Supervisor will directly supervise and oversee a pool of approximately 10-15 Substitute Direct Service Advocate.

This role provides you with the opportunity to showcase your supervisory, leadership, and administrative skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will have at least two (2) years of direct service experience working in a victim/human services agency, while demonstrating enthusiasm for administrative duties and relationship-building. If you are passionate about working with populations experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

Here's what you will do:

- Creates, manage, and oversee training for Shelter, Hotline, Text/Chat, Children's Advocacy, and Hospitality & Security programs in collaboration with Onsite Services Program Manager, Shelter Program Assistant Managers, CAP Supervisor, and Senior Hotline Advocate
- Develop and consistently maintain training paths, manuals, guides, pre-specified work (PSW), forms, and other necessary documentation for Shelter, Hotline, Text/Chat, Children's Advocacy, and Hospitality & Security programs in collaboration with Onsite Services Program Manager, Shelter Program Assistant Managers, CAP Supervisor, and Senior Hotline Advocate
- Monitor, support, mentor, and guide on-duty advocates by working directly with them, understanding their needs, and checking in with them daily
- Provide leadership through proactive planning and problem-solving support to all advocates
- Provide regular coverage in Residential Programs for the purpose of understanding the work, identifying problems and making improvements, and teaching by modeling
- Provides direct supervision to a pool of approximately 10-15 Substitute Direct Service Advocates (part-time, variable hour employees)



- Participates in employee lifecycle of department(s) supervised, including hiring, developing, training, participating in the performance management system, and taking appropriate corrective action to address performance and conduct issues
- Demonstrates a commitment to diversity, equity, and inclusion (DEI) by actively creating a productive work environment within team supervised, which is free of harassment and bullying, and where all forms of safety are prioritized
- This position requires being available Mondays through Fridays, 10:00a to 6:00p (occasional modifications to this schedule are based on programmatic- and personnel-related needs)
- Perform other duties as assigned by supervisor

Here's what we are looking for:

- Bachelor's degree in social work/social services preferred (commensurate experience considered)
- Two (2) or more years of direct service experience in a victim services or human services agency required; experience in residential programs strongly preferred
- Supervisory, mentoring, and/or leadership experience preferred
- Demonstrated enthusiasm for administrative duties (e.g., pre-specified work creation; stats monitoring) and relationship-building (e.g., rapport building with supervisees/trainees; assessing and meeting needs)
- Demonstrated ability to regulate emotions and effectively manage crises required
- Comfortable with autonomy and working with a team
- Effective verbal, written, presentation, and interpersonal communication skills
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamics, cultural diversity issues and child abuse and neglect
- Ability to establish healthy boundaries, trust, respect, and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce and Teams strongly preferred
- Desire to work in an organization committed to diversity, equity, and inclusion as part of its values
- Act 33/34 and FBI Clearances required

Typical Starting Salary: \$43,000/year

About the benefits. WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination or harassment on the basis of race, color, religion, sex (including pregnancy, gender identity or gender expression, and sexual orientation), national origin, ancestry, place of birth, hairstyle, age,



disability, using guide or support animals for a disability, genetic information (including family medical history), familial status, citizenship status, military service, or any other characteristic protected by law. We are committed to providing an inclusive and welcoming environment for all.

TO APPLY:

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line **"Training Supervisor"** to careers@wcpittsburgh.org.