



Overview of Role

Across CISV our volunteers, staff and leaders must actively engage in effective training which is relevant to their role and enables them to perform to the best of their abilities, safely, effectively and efficiently.

Training Advisors are positioned at the regional level and support Members (NAs/PAs) and their training coordinators in identifying, planning, and delivering National training that ensures volunteers, staff and leaders are prepared effectively based on established CISV International expectations and standards (i.e. consistently in line with the training curriculums and best practice guidelines on training delivery). Training Advisors also support monitoring of volunteer training compliance amongst Members.

When allocated to a Member the Training Advisor collaborates closely with the Regional Manager, Member Support Coordinator and International Trainers to support Members in delivering effective National Training.

Training Advisors will also liaise with the Training Committee to provide feedback about Members' training needs, training resources required and support the development of required training resources.

The workload of the Training Advisor is normally quite short-term and intensive as they work on a project basis to support a Member with developments in particular areas.

Most of the work is done virtually via email and conference calls.

Key Responsibilities and Tasks

- Supporting Members with setting up, delivering and monitoring volunteers, staff and leaders' training on the National and the Chapter level.
- Providing support with implementing any new training policies or procedures.
- Providing feedback to the Training Committee on the Members' training needs and required resources
- Supporting the Training Committee with development of required training resources
- Advising and mentoring Members and their national training coordinators/committees on aligning training practices with international standards and expectations.
- Supporting needs assessment processes by helping Members identify volunteer, staff, and leader training gaps, priorities, and suitable training approaches.
- Promoting quality assurance by advising on good practices for designing, delivering, and evaluating effective learning experiences in alignment with International expectations.
- Sharing resources and tools that support the development of consistent and high-quality training programs across members/associations.
- Fostering capacity building by encouraging sustainable training approaches, leadership development, and trainer support within National Associations.
- Monitoring and providing feedback on national training practices and developments to help inform continuous improvement and international alignment.
- Liaising with the International Training Committee to communicate progress, general training gaps, resources requirements, curriculum edits/revisions, and other opportunities related to training and capacity development.

- Participate in or support relevant Working Groups as needed

Time commitment

Holder of this role is a member of the Regional Team so the information about terms and time commitment are outlined in the TERMS OF REFERENCE: Regional Support Structure document.

Reporting Structure

The responsibility for oversight and support for of this role lays with the respective to the region Regional Manager.

Working Relationships

- Regional Manager will manage the Training Advisors, provide guidance, support, and evaluation to assist them in fulfilling their role.
- International Training Committee
- Members in the region
- Member Support Coordinators
- Other Regional Team Members
- Regional Junior Branch Team

Key Competencies

Attitude:

- Friendship: finds common bond and is kind to others; displays positive communication, empathy and openness to new perspectives
- Cooperation: works together and support others towards the common goal; is supportive, goal orientated, respectful to other contributions and accountable
- Enthusiasm: brings energy and passion to everything we do; is motivated, have positive attitude, demonstrates self-care and creativity
- Engaged: shows up, participates, and learns with a positive attitude; is committed and approachable, proactive, available, prepared, and reliable.
- Inclusive: is open, accepts and respects others; creates safe and inclusive environment for all, actively seeks diversity and appreciates other perspectives

Skills:

- Ability to communicate with globally dispersed groups, and work with diverse individuals face-to-face or virtually
- Ability to challenge constructively and ask questions appropriately
- Good project and logistical resources management skills
- Ability to analyse and evaluate evidence
- Ability to think creatively
- Ability to follow risk management regulations, identify risks and suggest mitigations

Knowledge of:

- Understanding of CISV's mission, vision and values
- Knowledge of CISV International policies and procedures, particularly in relation to training offer and training curriculums
- Knowledge of CISV structure at the local, national, and international levels
- High awareness of Diversity, Equality, Inclusion and Belonging
- Understanding of health and Safety and Safeguarding regulations and approaches

- Knowledge of Best practice of delivering training
- Training requirements at Chapter and National levels

Experience of:

- Supporting organisations with setting up effective training models
- Volunteer training and development, particularly in designing, delivering, or supporting training programs for adult learners.
- Mentoring or coaching others, particularly in a non-supervisory, advisory capacity.
- Supporting organizational development or change initiatives related to education, training, or volunteer management.

Training required:

Relevant training (either via face-to-face, virtual, documents such as policies, procedures and guidelines, etc.) will be provided during the onboarding process and throughout the process of volunteering, to ensure that the role holder is confident and competent to perform in their role. This may include:

- Train the Trainer qualification

Other requirements:

- Recruitment and safety checks
- Volunteer Agreement and Code of Conduct