



The Lincoln Center for Family and Youth  
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## JOB DESCRIPTION: Director, Training & Learning

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**Title:** Director, Training & Learning

**FLSA:** Full Time

**Reports To:** Chief Development Officer

**Organization Summary:** The Lincoln Center for Family and Youth (“TLC”) is a social enterprise company serving the Greater Philadelphia Area for over 50 years. Founded in 1970 and incorporated in 1983, TLC is an entrepreneurial nonprofit providing innovative education, coaching, and counseling services to public school students and their families. For more information, please visit <https://TheLincolnCenter.com>.

**Position Summary:** The Director of Training & Learning will oversee the TLC Education Institute; partner with the Marketing Team on content development and maintenance; work with the Business Development Team to develop relationships with potential clients such as local education agencies, institutes of higher education, and community-based organizations; develop training content and materials; implement and manage new digital training platforms; and supervise a training staff.

The position requires a strong, multi-tasking leader with a commitment to public service and to the mission of the agency. Experience with content development, staff supervision and managing digital training platforms to build and deliver trainings required. Experience working with diverse audiences such as businesses, school districts and in mental and/or behavioral health strongly preferred. The successful candidate must be comfortable speaking in front of large groups, organized, flexible, and goal-oriented.

- Duties and Responsibilities:**
- Research, develop, and implement training courses/curriculum for the region.
  - Utilize multimedia to craft accessible, engaging learning and training solutions that are sustainable and scalable.
  - Determine digital training needs for diverse audiences and virtual platform requirements.
  - Drive implementation of virtual features and enhancements for learning, such as gamification, to drive customer engagement.
  - Partner with the Marketing Team to innovate new content design, development and maintenance.
  - Use deep knowledge and expertise of training programs and expected outcomes to drive strategy for virtual conversion or current trainings.
  - Consult with clients and community partner subject matter experts (SMEs) to identify training needs and ensure standards are met.

- Manage the training team to collaboratively create training presentations and products (guides, handbooks, manuals, etc.).
- Work with the Business Development Team to develop, market and sell TLC Education Institute's fee-for-service training offerings.
- Monitor the scheduling of all trainings and enforce policies and procedures.
- Assess the effectiveness of training programs and make improvements to increase enrollment and revenue.
- Oversee data collection to measure results to be delivered to external evaluators for grant funded programs.
- Perform other duties as assigned.

**Skills and Knowledge:**

- Developing and leading digital, traditional and blended learning experiences
- Excellent oral and written communication skills
- Strong presentation, communication and interpersonal skills with diverse groups
- Demonstrated ability in planning, organization and decision-making
- Managing multiple projects
- Desire to work in a fast-paced, collaborative, entrepreneurial environment
- Working independently, as well as in a team environment
- Experience with developing and overseeing budgets and project management
- Supervising and evaluating employees
- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook
- Knowledge of instructional design (ADDIE)

**Education and Experience:**

Required:

- Bachelor's Degree required.
- Experience developing and delivering training programs including course development, marketing and operational oversight.
- Minimum of 5 years of experience in leading trainings and content development.

Strongly Preferred:

- Master's degree in Business, Education, Counseling, or related field preferred.
- Knowledge of social-emotional learning, mental health, trauma-informed care, and restorative practices.
- Prior experience with federal, state, local, and/or foundation grant funding.
- Expertise in digital training delivery platforms.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties and responsibilities may change at any time with or without notice.

**Hours of Work:**

This is a full-time, 40 hours per week

**Work Environment:**

Office, school, business, and community settings

**Travel:**

Travel to various client sites in the Greater Philadelphia Area