



Position Title: Training and Technical Assistance (TTA) Coordinator

Program/Department: Training

Reports To: Paul N. Toruño Melville, Director of Training and Technical Assistance

FLSA Status: Non-Exempt

Pay: \$25.63 - \$32.55 per hour

Employment Status: Full-time

Work Location: Hybrid (four days/week onsite in Dorchester, MA and other training/meeting sites as needed; up to one day/week remote when training schedule allows.

Effective Date: 3/30/2026

Organization Overview

Family Nurturing Center of Massachusetts (FNC) provides family strengthening, parenting education, and early childhood development programming in historically marginalized neighborhoods throughout the City of Boston, as well as training for family service providers across the Commonwealth. FNC's 60-person team reflects the communities we serve, with approximately 30 percent of staff being graduates of an FNC program. Our work is rooted in relationship-based practice, equity, and community leadership

Position Summary

The Training and Technical Assistance (TTA) Coordinator supports the planning, coordination, and delivery of FNC's internal and external training offerings. This role is responsible for training logistics, participant communication, materials preparation, and data tracking to ensure high-quality learning experiences for staff and partners. In addition, the TTA Coordinator supports the delivery of technical assistance to FNC staff and external partners, helping ensure effective implementation and fidelity of Nurturing Parenting® Programs and other evidence-based parent education models across Boston and throughout Massachusetts. The role operates in close coordination with the Director of Training and Technical Assistance and does not include supervisory responsibility.

Essential Duties and Responsibilities:

Training Operations and Coordination

- Coordinate logistics for workshops, trainings, and learning events, including registration management, pre- and post-training communications, materials preparation, and technology setup

- Provide on-site and virtual operational support during trainings to ensure smooth facilitation and a positive participant experience
- Support adherence to established training models and facilitation standards
- Deliver trainings internally and externally, both in-person and virtually
- Assist in maintaining and updating FNC s organization-wide training calendar in coordination with the Training and Technical Assistance Manager

Administration and Program Support

- Compile and track training-related expenditures and prepare documentation for interdepartmental sharing/distribution
- Coordinate data entry and maintenance for training and technical assistance activities
- Participate in internal meetings as requested to support coordination and information sharing
- Comply with all organizational personnel, administrative, and data management procedures

Facilitator and Trainer Support

- Serve as a liaison to FNC facilitators and trainers for scheduling, communication, and documentation, in coordination with the Training and Technical Assistance Manager
- Support fidelity monitoring efforts through preparation of observation summaries and standardized feedback tools
- Contribute to continuous improvement initiatives and training-of-trainers efforts through documentation and coordination support

Data, Evaluation, and Reporting Support

- Maintain data systems to track participation, attendance, and evaluation feedback from professional learning events
- Generate reports and summaries to support internal review and funder reporting, under the direction of the Training and Technical Assistance Manager
- Support alignment of training data with department-wide reporting requirements

Technical Assistance and Curriculum Support

- Provide technical assistance to FNC staff and external partners, including Family Resource Centers across Massachusetts, in coordination with the Manager and Director of Training and Technical Assistance

- Respond to calls and emails related to curriculum implementation and training support
- Guide partners in identifying appropriate curricula and materials consistent with approved program models
- Prepare state approval requests for curriculum materials and process orders from approved publishers under existing contracts
- Maintain accurate records of technical assistance communications, curriculum orders, and related expenditures
- Serve as a knowledgeable point of contact for implementing questions within established guidelines and standards

Program Development and Continuous Improvement

- Support the implementation of new training initiatives and fee-for-service offerings
- Assist in the development and updating of training materials, manuals, and online resources
- Support cross-sector collaboration efforts through coordination and follow-up

Systems Alignment and Accessibility

- Maintain organized digital systems, including registration databases, learning management systems, and survey platforms, to support communication and reporting
- Support accessibility and language access efforts related to training delivery and materials

Other Duties as Assigned

- Perform additional tasks in support of the Training and Technical Assistance sector's operational and programmatic goals
- Support coordination and updating of newsletters, flyers, and training announcements

Performs additional responsibilities as needed to support department and organizational goals.

Required Qualifications

- Bachelor's degree in education or a human services field preferred, or equivalent professional experience

- Minimum five years of professional experience in early childhood education, family support, family engagement, or related fields
- Experience in training coordination, adult learning, or technical assistance roles preferred
- Familiarity with Nurturing Parenting® Programs or other evidence-based parent education models preferred

Preferred Qualifications

- Experience in nonprofit, human services, or community-based organizations
- Recognition as a Nurturing Parenting® Programs Organizational Trainer (OT) or National Trainer Consultant (NTC)
- Bilingual or multilingual skills
- Grant-funded program experience

Skills and Competencies

- Strong organizational and project coordination skills
- Excellent written and verbal communication skills
- Attention to detail and ability to manage multiple priorities
- Proficiency with technology tools for communication, registration, and reporting
- Commitment to equity, inclusion, and trauma-informed practice
- Ability to travel within Massachusetts for training and meetings

Physical and Mental Demands

- Ability to sit, stand, and move throughout the workday
- Ability to lift to [50] pounds (if applicable)
- Ability to manage emotional demands associated with mission-driven work

Equal Employment Opportunity Statement

FNC recognizes the impacts of institutional racism and other structural inequalities. We believe “marginalized” communities are at the center of our organization and work. As such,

People of Color, people with lived experience of immigration, LGBTQ+ individuals, and people with disabilities are strongly encouraged to apply.

Acknowledgment

This job description outlines the general nature and level of work expected and is not intended to be an exhaustive list of all duties.

Employee Signature: _____ **Date:** _____

Supervisor/HR Signature: _____ **Date:** _____