



National Problem Gambling Helpline: Call or Text 1-800-GAMBLER or visit 1800gamblerchat.org

Training Manager

The National Council on Problem Gambling (NCPG) serves as the national advocate to mitigate gambling-related harm. Our vision is to advance well-being by minimizing harm from problem gambling.

Position Summary:

Reporting to the Director of Programs, our **Training Manager** will oversee and manage training programs and educational initiatives. This role involves working with external partners, clients, or other stakeholders to develop, deliver, and evaluate training programs. This role also serves as an in-house subject matter expert in gambling-related harm and will guide efforts to ensure that NCPG's training programs are impactful, evidence-based, and aligned with our mission and strategic goals.

Responsibilities:

- Develop and manage training programs that meet the needs of professional external partners. This includes the development and maintenance of a learning management system as deemed necessary and appropriate.
- Serve as a content leader within NCPG on gambling-related harm, representing the organization in advisory capacities, professional communities, and at public speaking engagements as needed.
- Lead or co-lead select training as a content expert in problem gambling.
- Collaborate with NCPG staff, external organizations, vendors, accrediting bodies, professional associations, and subject matter experts to ensure that training content is relevant and up to date.
- In partnership with the Communications Team Manager, manage the execution of live in-person and virtual events, including back-end technical support, staff and speaker event coordination, and platform training.
- Evaluate the effectiveness of training programs through assessments, feedback, and performance metrics, adjusting as necessary.
- Manage budgets for external training programs, ensuring that costs are controlled and resources are used efficiently. Coordinate training-specific contracting and payment processes with appropriate NCPG staff and departments.
- Manage continuing education (CE) approval processes to ensure that educational programs, including annual NCPG conference sessions and events, meet the standards required by accrediting bodies or professional organizations relevant to learners.

- Collaborate with the Communications team to promote training programs focused on problem gambling education and value for various sectors, maintaining a focus on participation and engagement.
- Ensure all post-event training activities are completed, including analytics review, distribution of Continuing Education certificates and event materials, and managing event recordings for documentation or future use.
- Provide regular reports on training outcomes, participation rates, and overall program success with senior management and accrediting bodies as requested.
- Work with NCPG staff and stakeholders to assess existing programs and identify growth opportunities. Proactively stay up to date with platform functionality and integrations

Qualifications

- Bachelor's degree in psychology, social work, communications, instructional design, or a related field of study or professional certification; or equivalent work experience.
- Experience working in a field related to problem gambling (including addiction, behavioral health, public health fields) is required.
- At least 3 years of experience in a training role, at least 1 year in a managerial capacity preferred.
- Demonstrated experience in design, development, and delivery of training programs focused on a trauma-informed setting.
- Excellent verbal and written communication skills.
- Proficiency with Microsoft Office, virtual meeting platforms, and learning management systems (LMS).
- Proven ability in communication of complex technical concepts to a variety of users.
- Strong project management skills and the ability to manage multiple projects.
- Experience in a training role within a non-profit organization is highly preferred
- Comfortable working in a team environment with remote coworkers and partners. *This is a remote position and will require travel for staff retreats, conferences, and meetings with stakeholders.

Salary Range

\$80,000 - \$100,000 per year plus an excellent benefits package including paid vacation, personal and sick time, thirteen company-paid holidays, life, short and long-term disability coverage, a retirement plan with matching company contributions, and health insurance with 100% employer-paid premiums for employees.



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Application Instructions

Please submit a cover letter and resume to hr@ncpgambling.org. Visit our website at www.ncpgambling.org for more information about NCPG. Applications will be reviewed as received until the position is filled.

We welcome you to inform us confidentially if you require any special accommodations to be considered for employment at NCPG. Contact us at hr@ncpgambling.org to notify us of any needs related to completing the job application.

We are an equal opportunity employer and consider all qualified applicants equally without regard to race, age, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.