

CarePortal, a ministry initiative of The Global Orphan Project (GO Project), is an interdenominational network of churches collaborating with each other and child welfare systems for the good of children and families in crisis in their community. This network is supported by a team that develops relationships, infrastructure, and technology to empower each participating church. The goal is transformation in the lives of hurting children and families, the Church, and child welfare. Learn more at www.careportal.org.

Job Title: CarePortal Field Training Specialist

Reports to: CarePortal Training Manager

Location: Remote

Position: Part Time (15-20 hrs/week)

Position Summary

Field Training Specialists are a key field leader in the CarePortal network who are passionate about what this platform is able to do and helping others achieve those results. They are uniquely qualified by their own experience as a CarePortal network leader, which they maintain in this role in a part-time capacity, and use that experience to equip other network leaders and Area Directors in their assigned geographies with practical support and coaching. Their voice and influence is expected to be strategic, humble, culturally-relevant, and capable of addressing nuanced situations that lead to an increased quality and quantity of impact for the various networks they serve. CarePortal network leaders and Area Directors can be much more successful with the support of Field Training Specialists who understand the complexities and challenges of a CarePortal ecosystem and its technological impact.

A person would love this role if they enjoy coaching, are self-initiated problem solvers, and can harmonize dynamic roles and personalities. The ultimate goal is to empower the Church to address the needs of local children and families in crisis with courage, humility, and excellence.

Main Responsibilities (including but not limited to)

- Maintain exceptional demonstrated proficiency of the CarePortal platform with an emphasis on church, champion, agency, and implementing partner perspectives
- Assist in the initial onboarding process of new network leaders and local CarePortal staff (one-on-one and group environments), with ongoing, direct support relating to the application of their training
- Seek to understand and advocate for the mission and vision of implementing partners, and endeavor to further their impact qualitatively and quantitatively through their use of CarePortal
- Humbly assist in identifying next steps and helpful strategies to achieve desired field outcomes as defined by an Area Director or network leader
- Work closely with Area Director(s) to help create and improve training strategies reflective of the CarePortal Training Team's Core Principles (below)
- Participate in weekly training strategy meetings with the entire CarePortal Training Team to share trends, plan for coming features, brainstorm necessary resources, and receive common training
- Cultivate a collaborative, trust-based culture among the CarePortal field team members and Implementing Partners
- Light troubleshooting and support tasks, knowing when to include the Support Team for further review

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- Work closely with a User Experience Specialist to identify and invite various types of users to participate in live demonstrations of new features and enhancements
 - Regularly contribute to Weekly Field Days and Quarterly 2-Day Virtual Workshops

Skills and Qualifications

- Committed to following Jesus and mobilizing others to serve His Kingdom
- Commitment to GO Project's mission and core values of Courage, Humility, and Excellence
- Can continue serving with excellence as a part-time network leader in the role of Ambassador or Regional Manager (in addition to hours given to the Field Training Specialist role)
- Strong desire to serve others and help them succeed
- Demonstrated technical and database skills in Microsoft Office and Google Suite software
- Highly motivated to work hard and be productive as a good steward of donated funding
- Skilled communicator with teaching abilities, including writing and editing skills
- High attention to detail and excellence, with a problem solving attitude
- High capacity to identify collaborative solutions for work and interpersonal challenges
- Commitment to engaging the whole Church, supported by intercultural experience and competence

CarePortal Training Team Core Principles

The following principles give insight to the standards and expectations of the CarePortal Training Team.

1. Represent The Global Orphan Project with courage, humility and excellence
2. Whenever possible, make the CarePortal platform so intuitive and simple that training isn't necessary
3. When training content *is* necessary, it should:
 - Be available inside the task it's needed for
 - Quickly remove confusion
 - Be easily-browsable, skimmable, simple, and concise
 - Connect with multiple learning styles
 - Be designed to ease the burden of technology training from local network leaders and position them as the go-to ministry experts
4. Prioritize network leader training through a clear path of onboarding and certification
5. All training content is reinforced by strategic, relational coaching that builds trust and empowers local network leaders to do more of what God has *already* called them to do

The above description is not intended to be comprehensive, but rather a focused list of priorities. Success provides the opportunity to not only build a career, but also bring much-needed support and care to local children and families in crisis in Kansas City and around the world. Successful candidates, like all GO Project members, are expected to live and work consistent with GO Project's vision, mission, and values.

The Global Orphan Project is a 501c3 non-profit located at 3161 Wyandotte, Kansas City, MO 64111.
GO Project associates are at-will employees.

For consideration, email your resume, references, and cover letter to: careers@goproject.org

www.goproject.org www.careportal.org