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| Program | Information and Crisis Services | | | | | |
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| Location | Fargo, ND | | | | | |
| Job Title | Training and Education Specialist | | | | | |
| Reports to | Director of Helpline Operations | | | |  |  |
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| Level/Grade |  | | Type of position:  Full-time  Part-time  Contractor  Intern | Hours 40/ week  Exempt  Nonexempt | | |
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| General Description | | | | | | |
| The Training and Education Specialist will work closely with the Staff Development Coordinator in providing direct service and developing internal and external training programs. This position will present community trainings such as ASIST, MHFA, safeTALK, and SEO, and provide training to new staff. The Coordinator will also provide direct service to contacts reaching FirstLink through the 2-1-1 Helpline, Suicide Lines, and referrals. This position will comply with program policies, national standards, and maintenance of appropriate records and have an on-call rotation. | | | | | | |
| work experience requirements | | | | | | |
| * Minimum 2 years’ experience in the crisis intervention field * Comfortable with public speaking | | | | | | |
| education requirements | | | | | | |
| * Preferred Bachelor’s or Associates Degree in Human Service-related field * Required high school degree | | | | | | |
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| Reviewed by | |  | | | Title |  |
| Approved by | |  | | | Title |  |
| Date Posted | |  | | | | |

Essential Job Functions

Coordinate internal and external training programs

* Develop, coordinate, and conduct staff trainings that provide theoretical background and direct service application in the areas of crisis intervention, telephone listening and support, and information and referral. Internal procedures include pre/posttests.
* Organize in-service trainings for interns/staff in compliance with American Association of Suicidology (AAS) and Alliance of Information and Referral Systems(AIRS) requirements
* Recruit and schedule trainers in various fields of expertise
* Coordinate community trainings
  + 1. Work with team to send information and letters to promote FirstLink trainings
    2. Schedule/prepare and present for all speaking dates

Perform Program Evaluation

* Evaluate the effectiveness external training curriculum and implement necessary changes annually
* Work with the Staff Development Coordinator to implement necessary changes annually
* Assist the Staff Development Coordinator to facilitate monthly evening meetings and contribute education ideas for day staff meetings
* Outreach to higher education institutions on intern opportunities

Provide direct services

* Answer telephones as necessary, assuring full coverage of telephones 24 hours a day/seven days week
* Provide 24 hour on-call assistance and consultation to staff and interns by carrying a cellular telephone, as scheduled
* Perform essential public services during and following local disasters

Administrative and Agency support services

* Attend all staff and committee meetings relevant to this position
* Organize and purchase supplies
* Perform all acts necessary or incidental to the operations of Information and Crisis Services
* Speak to area groups about FirstLink
* Perform all other duties as assigned

Requirements

* Maintain a professional attitude and working environment
* Demonstrated expertise in customer service and crisis intervention
* Strong organizational skills
* Practical computer experience
* Abide by FirstLink’s policy of strict confidentiality
* Comply with all state, federal, and organizational policies and regulations
* Ability to work evening, overnight and weekend hours, as necessary (during times of disaster, will work extra as needed)
* Manage volunteers/ interns in their program area of expertise
* Helping and organizing special events and with fundraising
* Experience in public speaking and presenting
* Must be willing and able to meet certification standards upon one year of employment (or sooner with previous information and referral experience)