



Program	Information and Crisis Services
Location	Fargo, ND
Job Title	Training Specialist
Reports to	Outreach Director

Level/Grade	Type of position:	Hours 40/ week
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

GENERAL DESCRIPTION
<p>The Training Specialist will provide direct service in addition to presenting external and internal training programs for the community and FirstLink staff. This position will teach community trainings such as Meet FirstLink, Suicide Risk Assessment, and Mental Health Awareness as well as provide training to new staff internally. The Specialist will provide direct service to contacts reaching FirstLink through all FirstLink’s phone lines, text, and chat, including, but not limited to 2-1-1 Helpline, 9-8-8 Suicide & Crisis Lifeline, and contract agency phone lines. This position will comply with program policies, national standards, and maintenance of appropriate records and have an on-call rotation.</p>
WORK EXPERIENCE REQUIREMENTS
<ul style="list-style-type: none"> – Comfortable with public speaking – Required high school degree
EDUCATION REQUIREMENTS
<ul style="list-style-type: none"> – Preferred Bachelor’s or Associates Degree in Human Service-related field – Minimum 2 years’ experience in the crisis intervention field

Essential Job Functions

- Present external training programs
- Work with team to send information and letters to promote FirstLink trainings
 - Compile and prepare supplies ahead of FirstLink’s speaking engagements
 - Present trainings following standards put in place by FirstLink or the program developer

Present internal training programs

- Assist with the classroom training for all new internal staff, presenting various topics
- Provide support to program supervisors by presenting additional trainings to staff as needed following performance reviews

Provide direct services

- Cover scheduled phone shifts for staff who are presenting on behalf of FirstLink, as needed
- Answer telephone lines, assuring full coverage of telephones 24 hours a day/7 days week
- Provide 24 hour on-call assistance and consultation to staff and interns by carrying a cellular telephone, when scheduled (part of a rotation between multiple staff)
- Perform essential public services during and following local disasters, and times of high call volume

Administrative and Agency support services

- Attend all staff and committee meetings relevant to this position
- Organize and purchase supplies as needed
- Perform all acts necessary or incidental to the operations of FirstLink
- 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
- Abide by FirstLink's policy of strict confidentiality
- Ability to work evening, overnight and weekend hours, as necessary (during times of disaster and high call volume, will work extra as needed)
- Knowledge of computer operations sufficient to enter, retrieve and manipulate data
- Ability to function in a work environment with moderate noise levels from several sources creating constant activity
- Work under stressful conditions and react appropriately using good judgment
- Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely manner
- Net Keyboard/typing speed of 40 wpm or better (Gross minus errors = Net)
- Ability to read and follow oral and written instructions
- Effectively prioritize situations and make decisions based on the information received
- Must be willing and able to meet certification standards when able to take the exam
- Helping and organizing special events and fundraising
- Experience in public speaking and presenting
- Must have reliable transportation and be able to travel
- Assist volunteers/ interns in their program area of expertise
- Net Keyboard/typing speed of 40 wpm or better (Gross minus errors = Net)
- Work under stressful conditions and react appropriately using good judgment
- Ability to function in a work environment with moderate noise levels from several sources creating constant activity
- Comply with all state, federal, and organizational policies, and regulations
- Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.