POSITION DESCRIPTION

988 Quality Assurance Trainer

JOB SUMMARY

A dedicated and compassionate trainer to join the suicide and crisis lifeline team. The 988 QA Trainer will be responsible for ensuring the highest quality of support provided by our call specialist. This role involves and delivering Vibrant training programs, evaluating performance, and continuously providing training materials to enhance the effectiveness of crisis intervention.

WORKING RELATIONSHIPS

This position reports directly to the 988 Director of Operations and works collaboratively with the 988 Call Center Manager, 988 Compliance Manager, 988 Shift Leads, and 988 Call Specialists to support effective daily operations, staff development, service quality, compliance, and continuous improvement within the 988 program.

KEY RESPONSIBILITIES

1. Training Program Development
    a. Implement Vibrant Emotional Health training programs and materials for new and existing suicide and crisis lifeline staff.
    b. Implement Vibrant Emotional Health training modules that cover crisis intervention techniques, active listening, empathy, and adherence to lifeline protocols.

2. Training Delivery
    a. Conduct training sessions for new hires, including role-playing scenarios, workshops, and one-on-one coaching.
    b. Provide ongoing training and development opportunities for current staff to address emerging issues and best practices.

3. Quality Assurance
    a. Monitor and assess the performance of staff through call evaluations, feedback reviews, and adherence to quality standards.
    b. Identify areas for improvement and work with staff to implement corrective actions and enhance performance.
    c. Collect and analyze feedback from 988 team members and callers to improve training programs and lifeline operations.
    d. Stay up-to-date with industry standards and best practices to ensure that training materials and procedures remain relevant and effective.

4. Documentation and Reporting
    a. Assist in maintaining accurate QA records of training sessions, performance evaluations, and any issues encountered during the training process. Prepare reports on training outcomes, staff performance, and quality metrics for review by management.
    b. Collaboration: Work closely with the 988-call center manager to identify requirements from ADMH and Vibrant Emotional Health to ensure alignment of training programs with compliance requirements.

5. Support
    a. Provide support through line coverage as needed, including across all shifts.
    b. Perform all other duties assigned by the 988 Director of Operations and other responsibilities necessary to maintain effective call-center and network operations.

QUALIFICATIONS

- Bachelor's degree required, in healthcare administration, social services, business administration, human resources, quality/compliance, behavioral health, or related field preferred; Master's degree preferred.
- Experience in crisis intervention, counseling, or related field, with at least 1 year in a training or QA role preferred.
- Skills: strong understanding of crisis intervention techniques, excellent communication and presentation skills, ability to evaluate and provide constructive feedback, proficiency in using training tools and software.
- Ability to complete work that requires sitting most of the day in an office or remote environment
- Ability to perform duties efficiently and behave with professionalism as a representative of the agency.
- Empathy and patience in dealing with sensitive situations and ability to handle sensitive and confidential information with discretion
- Ability to work a flexible schedule to accommodate training needs and availability of staff.

BENEFITS

- Competitive salary and benefits package
- Opportunities for professional development and career advancement
- Supportive work environment focused on employee well-being and growth

APPLICATION PROCESS

Interested candidates should submit a resume, cover letter, and any relevant certifications to lhickspauley@crisiscenterbham.org. Applications will be reviewed on a rolling basis, and only shortlisted candidates will be contacted.

EQUAL OPPORTUNITY STATEMENT

Crisis Center, Inc. provides equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, or any other status protected by applicable law.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received and reviewed this position description and understand the essential duties, responsibilities, performance expectations, and reporting relationships of the position.

Employee Signature: _____ Date: _____