

Job Title: Emergency Services Training Coordinator
Department: Emergency Services
Reports To: Emergency Service Program Manager
Category: Full Time
FLSA Status: Exempt/Salary

Job Summary

The Emergency Services Training Coordinator identifies and coordinates professional training needs for helpline staff and volunteers. The Helpline Training Coordinator also works helpline shifts regularly and has on-call responsibilities every other weekend and other hours. This position works closely with the Emergency Services Program manager to ensure the helpline runs effectively.

Core Responsibilities

Helpline Staff Training:

1. Recruits and co interviews applicants for Crisis Intervention Specialist positions.
2. Coordinates training for new employees, including 5 days of in person training which includes overview of Townhall II services, contract lines, various helpline calls (detox, VOCA, IRT, CISM, & recovery outreach) suicide assessments, navigating iCarol, and basic staff expectations.
3. Continuously updates and reviews in person and online training materials for new and current staff.
4. Maintains staff files with up to date completed training.
5. Ensures all staff complete agency training on time.

Helpline Volunteer Training:

6. Coordinates volunteer recruitment efforts, designs, and updates volunteer interviews.
7. Oversees final trainee selection, evaluates trainee progress regularly and coordinates corrective action for trainees when needed.
8. Approves trainee graduation and promotion to Helpline work.
9. Responsible for setting training schedules and agendas.

Helpline Staff & Volunteer Training:

10. Provides and/or arranges presenters for staff and volunteers.
11. Creates and maintains training sign-in sheets.
12. Regularly updates training materials using evidence-based models.
13. Stays current on relevant topics and practices.
14. Develops and maintains a role play and feedback model to use with volunteers and new employees.
15. Assists the Program Manager with Quality Improvement by monitoring and reviewing volunteer and employee crisis calls on a monthly basis.
16. Regularly reviews call cards and documentation and completes documentation and policy correction forms as needed.

Managerial and Supervisory Responsibilities:

17. Participating in community coalitions (such as suicide coalition, crisis response team and CIT Training.)
18. Plan, implement and evaluate Emergency Services department programs in collaboration with the Directors.
19. Monitor, identify and report all potential health and safety risks to the safety committee immediately upon discovery.
20. Promoting positive relations within the Agency and community by actively participating in management team meetings and other interdepartmental and cross functional teams. Routinely attends agency functions. Maintains positive working relationships. Maintains harmony among workers and resolves grievances among employees when able.
21. Responsibilities include assisting the Human Resource department with interviewing, and training employees, and provides documentation for the termination of program employees. Also provides for planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems; and conducting regular staff meetings with paid and volunteer personnel.

Townhall II Requirements:

22. Understand and implement Townhall II policies, procedures, mission & values statements, as well as the agency's core values and Code of Ethics.
23. Understand and implement helpline policies and procedures, including AAS and CARF standards and expectations.
24. Conduct business in a professional manner which reflects the understanding of diversity, cultural and community needs, and the unique needs of individual customers.
25. Seek supervision and consultation as appropriate.
26. Promote positive relationships within the agency and community.
27. Participate in monthly department meetings, agency staff meetings and other interdepartmental and cross-functional teams; attends agency functions.
28. Complete all documentation appropriately, professionally, and in a timely manner.
29. Update all phone room information such as caller profiles, resource/referral documents, support group document, etc. as time permits.
30. Maintains CPR certification.
31. Perform other duties as assigned.

Expected Hours of Work

32-40 hours/week, scheduled in collaboration with Emergency Services Program Manager. Hours will include variations of mornings, afternoons, evenings, weekends, and holidays. The Emergency Services Department provides services 24/7, 365 days a year.

Required Education and Experience

- 2+ years of related experience.
- AAS Crisis Specialist Course Certification OR a bachelor's degree in related field.

Skills

- Knowledge of appropriate services and relevant support systems for callers in distress, including resources for interpersonal violence, and suicide and homicide prevention.
- Strong team player with organizational skills and attention to detail.
- Strong computer skills with Microsoft office, Outlook, PowerPoint, (or google) and electronic client records.
- Compassionate and able to relate to clients with various needs.
- Excellent written and verbal communication skills.
- Flexible to meet the changing needs of the department.

Physical Demands:

- Must be able to lift 25 pounds. Townhall II is compliant with the Disabilities Act and will assist with accessibility.

Employee Name: _____

Employee Signature: _____

Date: _____