

Outreach and Training Manager

Job Description and Duties:

Link2Health Solutions, a wholly-owned subsidiary of the Mental Health Association of New York City, seeks a creative, focused and flexible individual to join its team as Outreach and Training Manager (OTM) for the Disaster Distress Helpline. This is an exciting opportunity to work with a vibrant team of dedicated professionals on a high profile, federally-funded national program. The OTM will ensure Disaster Distress Helpline (DDH) staff persons are provided with federally-approved and/or evidence-informed training and educational information that will support appropriate, quality services to the target populations and high risk groups within disaster-affected areas. The OTM will also develop and oversee all outreach strategies within four designated “core regions” located throughout the country, and within local affected areas before, during, and after disasters occur.

Specifically, the Outreach and Training Manager will:

- Identify federally-approved evidence-based/evidence-informed trainings and write new curricula as needed;
- Coordinate and facilitate training for DDH center tasked with responding to natural and man-made disasters, before/during/after the disasters occur
- Research and develop culturally relevant psycho-educational/informational material for distribution by the DDH and its center to their regions and localities, as approved by the DDH Project Director and SAMHSA Office of Communications;
- Monitor and provide ongoing technical assistance and support for the SMS/texting outreach component of the DDH
- Work with the DDH Communications Coordinator in utilizing social media platforms for aggressive outreach and marketing in promoting the DDH as a national resource
- Design mechanisms for efficient, regular reporting to track training activities from crisis centers
- Organize and facilitate regular forums for networking and communication between DDH staff and DDH core regional center staff as well as SAMHSA and other key stakeholders
- Monitor DDH center training and outreach performance, providing technical assistance and troubleshooting as needed.

Qualifications:

- Master’s Degree in Social Work, Public Health, or related field
- 5 years’ post-masters experience in training, curriculum and material development;
- Specific knowledge and skill related to crisis counseling and/or disaster mental health
- Skilled in Microsoft Office, especially PowerPoint and Outlook

Personal Qualities:

The applicant must exhibit attention to the stress and urgency of the identified service delivery and act to respond with immediate communications (where assigned) and swift resolution/troubleshooting in support of operations. Must also be available to participate in 24/7 mobilization responses to disasters when needed.

Salary, Schedule & Travel: Salary commensurate with experience. 100% full-time, 35 hours/week; up to 25% travel may be required.

Applications: Applicants should send a cover letter + resume with your name and the job title for which you are applying in the subject heading to Christian Burgess, cburgess@mhaofnyc.org. No calls.