

Project Description

New York, NY

15 Months to Permanent

The Gulf Coast Oil Spill Coping Hotline is a disaster mental health response service that is delivered through a network of crisis intervention call centers located in the disaster affected areas. The Hotline is administered through the Mental Health Association of New York City via Link2Health Solutions, their subsidiary, who has the existing telephony, IT technology and other technical expertise that will support the launch of this new network.

This project offers a unique opportunity for team members to participate in creative and meaningful work in support of those suffering with the emotional after effects of the economic and environmental damage resulting from the April 20 2010 Deepwater Horizon oil well explosion and subsequent massive oil spill in the Gulf of Mexico. Services will be delivered through the telephone hotline network, SMS communications and additional new media technology including social networking platforms created to reach a broad range of affected individuals in the Gulf Coast region affected by the oil spill.

Qualified job applicants will be invited to join the launch of the Gulf Coast Oil Spill Hotline for a 15 month time frame to provide the IT technology, communications and training needs of the administrator and the participating crisis intervention call centers, with the possibility of the position becoming permanent.

Training and Education Coordinator

The training coordinator will ensure that GCOSCH networked crisis center staff is provided with federally approved and/or evidence-informed training and educational information that will support appropriate, quality services to the target population and high risk groups within the disaster affected areas.

Job Description

Title: Training Coordinator (TC)

Description of Duties and Responsibilities:

Identify federally approved evidence based/evidence-informed training and education material for use and distribution to networked crisis centers and staff responding to the Gulf Coast Oil Spill Disaster. Research and develop training curriculum integrating these materials and adult learning theory maximizing the opportunity to train crisis center staffs in the most efficient and effective manner. Research and develop psychoeducational/informational material for distribution to and by crisis centers as approved by the Project Director/SAMHSA Office of communications. Coordinate training schedule for crisis centers across the network assuring that all centers have access to training and education material. Assure provision of GCOSCH required training directly or via approved trainers. Work with National Suicide Prevention Lifeline staff to share training materials and develop on-line training applications for the GCOSCH networked crisis centers. Design mechanisms for efficient, regular reporting to track training activities from crisis centers. Generate reports on data collected from centers. Monitor crisis center performance, providing technical assistance to crisis centers as appropriate.

Supervisory Relationships: Reports directly to the Gulf Coast Oil Spill Hotline Director

Qualifications/Skills/Knowledge Required:

- 3 years' experience as a trainer for crisis counselors and/or disaster mental health counselors or in some related crisis/disaster field training
- 2 years professional experience in developing training curriculum/content in counseling or health service settings
- Previous disaster crisis counseling training and field experience
- Previous knowledge of adult learning theory and application
- Strong Microsoft Office especially Powerpoint and Outlook scheduling experience
- Excellent communication skills to maintain relationships with crisis centers
- Quality assurance experience
- Data collection and management

Personal Qualities: Detail-oriented, organized, persistent.

The qualified applicant will spend a significant amount of time interacting directly with the Training, Outreach, Communications and Administrative staff located at the networked crisis call centers throughout the Gulf Coast region. The applicant must exhibit attention to the stress and urgency of the identified service delivery. All interactions with the crisis center staffs must be calm, supportive and professional even under stressful conditions.

Travel: Up to 25%

Schedule: 100%, 35 hours per week

Salary: TBD

Please send resumé, cover letter and salary requirements to nspl@mhaofnyc.org. No phone calls please.