



Job Description: Coordinator - Best Practices in Disaster Mental Health
Disaster Distress Helpline
Full-Time

About the Mental Health Association of NYC (MHA of NYC): MHA of NYC is at the cutting edge of harnessing new technologies to expand methods in which consumers can receive clinically sound behavioral health services. MHA operates 14 different crisis hotlines, including the National Suicide Prevention Lifeline, the national Disaster Distress Helpline, and the NFL Life Line, as well as New York City's NYC Well and New York State's HOPEline for addictions. The organization is a national and local leader in developing and implementing innovative new approaches to providing behavioral health services and interventions via telephone, web chat, and SMS text message.

Position Objective: The Coordinator for Best Practices in Disaster Mental Health is responsible for leading efforts to define and expand program knowledge and expertise related to disaster mental health issues. This position requires frequent interaction with Lifeline network centers and leaders in the suicide prevention and crisis center communities. The coordinator will ensure national Disaster Distress Helpline (DDH)-networked 'Core Region Centers' 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. They will also develop and implement reporting requirements and quality assurance measures for DDH 'Core Region Centers' and assist the program Director as needed in the overall operations of the DDH project.

Primary Program: Disaster Distress Helpline
Reports to: Director – Disaster Distress Helpline

Essential Duties and Responsibilities:

- Lead efforts to define and expand network knowledge and expertise to provide technical assistance to crisis centers related to Disaster Mental Health
- Identify and implement federally-approved evidence-based/evidence-informed trainings for updating existing 'core' training curriculum and introducing new curricula as needed
- Coordinate, develop, implement, facilitate and evaluate training for DDH-networked Core Region Centers (CRC) tasked with responding to natural and human-caused disasters, before, during and after the disasters occur. Develop and implement disaster-specific "Just In Time" supplemental training resource alerts to CRCs within 24 hours / as needed following major disaster events
- Coordinate and facilitate training and technical assistance for DDH "Affected Area Centers" (AACs), Lifeline-networked crisis centers located in/serving disaster-impacted areas
- Monitor and provide ongoing training technical assistance and support for the SMS/texting, TTY, U.S. territory, 3rd-party interpretation and other additional service components of the DDH
- Coordinate with National Suicide Prevention Lifeline staff, implement, and monitor quality assurance measures and concurrent reporting requirements for which DDH CRCs must adhere
- Develop and implement an annual network-wide DDH training simulation exercise
- Organize and facilitate monthly Disaster Distress Helpline Core Region Center (CRC) training and technical assistance calls
- Develop and initiate plan for collecting related practice policy, procedures and training tools from the network and post on the Network Resource Center

- Facilitate a community of practice regarding Disaster Mental Health among crisis centers by initiating related discussions on the NRC discussion boards and blogs in network communications, webinars and other opportunities for engagement
- Monitor relevant blogs and list-servs and promote the Disaster Distress Helpline when applicable
- Assist with weekly DDH call/text volume and scenario reports; and quarterly CRC reports
- Represent the program at major national or regional conferences and advisory committees that will enhance MHA-NYC's recognized leadership in best practices in Disaster Mental Health
- Respond to emails from public website
- Other duties as assigned

Required Skills:

- Excellent verbal, written and computer skills
- Courteous and professional manner
- Effective time management and organizational skills
- Strong customer-service orientation
- Ability to work cooperatively and effectively with others
- Ability to be flexible and versatile in a changing work environment while maintaining effectiveness and efficiency
- Intermediate to advanced skills with MS Office, including Word, Excel, PowerPoint

Qualifications:

The ideal candidate will have an interest in disaster mental health/crisis intervention/suicide prevention and some familiarity with the nonprofit sector, and a master's degree in social work, counseling or a related field.

How to Apply:

Submit cover letter and resume to careers@mhaofnyc.org. Please include "Coordinator - Best Practices in Disaster Mental Health" in the subject line of email.