



Job Description: Here2Help Training Coordination Intern

Position Objective: MHA-NYC's Here2Help Connect Contact Center seeks a dynamic, self-starter to assist with organizing and coordinating a vast array of trainings offered to Counselors. The intern will play an integral part in helping to ensure that all aspects of the training program run smoothly.

The intern will learn how to organize and create training documents that align with industry leading adult learning principles. In addition, the intern will learn how to facilitate interactive exercises, evaluate learning during the live training and analyze pretest and posttest data.

This internship is an excellent opportunity to experience the various aspects of training a large task force while working for a well-known nonprofit organization.

About H2H Connect: The Mental Health Association of New York City, Inc. identifies unmet needs and develops culturally sensitive programs to improve the lives of individuals and families impacted by mental illness through its three-part mission of service, advocacy and education.

H2H Connect is a leader in behavioral health call center services with more than 15 years of experience providing crisis intervention and access services. Our highly trained staff and advanced call center technology allow us to provide customized behavioral health call center solutions for a wide range of public and private partners.

H2H Connect's contact center services are rooted in clinical excellence. We continuously monitor clinical outcomes and our staff actively participates in the development of best practices and research-based clinical interventions, including the suicide risk assessment standards and imminent risk policies used by the SAMHSA-funded National Suicide Prevention Lifeline (NSPL).

Major Duties and Responsibilities:

- Update and maintain a training manual for newly hired Counselors
- Assist in the development of online and live training modules
- Track and report on completion of online and live training modules
- Deliver live training modules
- Coordinate training schedules and locations according to the needs of the programs
- Assist training team with role plays and live call monitoring
- Analyze and report on pretest, posttest and evaluation data

Required Skills:

- Fluency in the English language, both oral and written
- Must possess excellent written and oral communication and interpersonal skills
- Ability to work well independently, and within a team
- Commitment to cultural sensitivity and respect for differences
- Fluency in Microsoft programs such as Word, PowerPoint, Excel, Visio and Publisher

Qualifications: Advanced standing undergraduate or graduate student preferred studying psychology, social work, education or related field. Applicants must be able to work in a fast-paced environment and be comfortable working independently and in team. Interns are expected to work a minimum 20 to 25 hours per week and must be available to work for approximately 1 year.

Please send a cover letter and resume to: dtuzman@mhaofnyc.org