



Job Description: Training Specialist

Full-Time, Exempt Position

Position Objective: Assist with development and delivery of cutting edge new hire and ongoing trainings for the Contact Center, including content development, curriculum design, program coordination, LMS system administration for eLearning initiatives, pre-and post-tests, and ongoing evaluations. Develop and deliver external trainings as necessary.

Department: CBHT

Program: H2H Connect

Reports to: Director of Training and Public Education

Major duties and responsibilities:

- Assist with designing, developing, and implementing trainings for counselors, as well as external representation as necessary
- Collaborate with internal and external subject matter experts in training development and delivery
- Assist with development of training materials
- Provide technical support and guidance to agency staff who are invited to present internally and externally.
- Maintain training records for all staff, including managing and maintaining e-learning system accounts
- Maintain database of all internal and external trainings and presentations
- Collaborate with internal and external partners to ensure smooth coordination of training times and spaces
- Provide ad hoc procedural supervision, particularly during new program and staff onboarding phases
- Assist with role playing and live monitoring
- Assist with analyzing pretest, posttest and evaluation data

Required Skills

- At least two years of experience with curriculum and training development, including needs assessment and/or instructional design preferred
- Efficiency with information-gathering
- Knowledge of and familiarity with core principles of adult learning theory
- Skill and ability to create and facilitate face-to-face and virtual training
- Knowledge of mental health resources in the New York metropolitan area
- Courteous, empathic, and professional manner
- Experience leading psychotherapy and/or training groups
- Strong communication skills to convey information clearly, accurately, and completely
- Demonstrated capability in project management
- Efficiency with time-management and multi-tasking
- Ability to work efficiently in a team
- Ability to appropriately provide open and honest feedback
- Skilled in PowerPoint, Visio, Articulate 360 and Adobe Connect software applications as well as online project management tools

Qualifications:

The candidate should have a Master's degree in Education, Psychology, Social Work, Mental Health, Substance Abuse, or related field of study. Additional experience with curriculum development and training delivery strongly preferred. Experience with crisis intervention, and contact center experience preferred. Applicants must be able to work independently. Fluency in Spanish and/or Cantonese/Mandarin is a strong plus.

Interested applicants should submit resume and cover letter to Lynn Kaplan at lkaplan@mhaofnyc.org