Crisis Training Coordinator

Are YOU ready to make a real difference in our community? The Crisis Training Coordinator will work with Crisis Supervisors and the agency’s executive leadership to develop and implement training for new and existing employees to further the mission and goals of A Better Way and 988 Suicide and Crisis Lifeline.

A Better Way provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any crisis, education and referrals, a suicide hotline, chat and text suicide prevention services, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

This position is full-time and located in Muncie, Indiana.

Hours:
Monday through Friday, 12:30 – 9:00 PM (EST)
Shifts will vary based on training needs.

Duties and Responsibilities:
- Arrange and implement on-the-job training for newly hired Crisis Chat & Text Specialists.
- Provide Crisis Supervisors with updates on the status of new hires in the onboarding phase and existing staff in the re-training phase.
- Present crisis training sessions as necessary and perform outstanding duties to maintain trainer qualification.
- Maintain records of training and development activities and provide these records to management as requested.
- Attend professional development, events, and facilitator training sessions relevant to the 988 Suicide & Crisis Lifeline program.
- Research best practices to ensure high-quality performance and report findings to Crisis Chat & Text Specialists and Supervisors.
- Stay current and knowledgeable regarding technology systems utilized by 988, in addition to maintaining knowledge of community and 988 resources.
- Monitor the performance of Crisis Chat & Text Specialists and Shift Leads and identify potential concerns to leadership in a timely manner.
- Respond to crisis texts and provide emotional support, assessment, crisis intervention, and treatment/support referrals to individuals in a compassionate, professional, and non-judgmental manner, as necessary.
- Offer and provide follow-up texts and chats to individuals at high risk of suicide, suicide loss survivors, and others.
- Accurately obtain and record caller demographic information for use in identifying the service and geographic needs of callers.
- Adhere consistently to all 988 Suicide & Crisis Lifeline and A Better Way policies and procedures, including strong confidentiality.
- Perform other duties as assigned.

**Education and Experience:**

- High school diploma or equivalent is required.
- Two to four years of relevant experience in advocacy, counseling, crisis intervention, or the equivalent of college-level courses and/or a Bachelor’s Degree in a related field is required.
- Previous experience as a dedicated trainer or leader within a large team setting is preferred.
- Ability to complete required training within a specified time frame is required.
- Exemplary verbal and written communication skills are required, as are excellent interpersonal skills.
- Proven time management skills, attention to detail, and organization skills are required.
- Able to teach, train, and mentor employees and effectively impart information necessary to the job.
- Working knowledge of computers and systems is required, including and not limited to, Microsoft products such as Word, Excel, Outlook (or similar product knowledge).
- High level of confidentiality and professionalism are required.
- Bilingual skills are a plus.

**Minimum salary is $29.12/hour.**

**Full time benefits include:**

- Health insurance
- Paid holidays
- PTO plan
- Automatic 6% annual contribution into a qualified retirement plan

**Candidates should submit the applications to our website HERE**

**OR**

Email resume to contact@abwservices.org. Please include “Crisis Training Coordinator” in the subject line.

*A Better Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*