



FAMILY SERVICE AGENCY OF THE CENTRAL COAST JOB ANNOUNCEMENT

Job Title: Training and Quality Improvement Specialist

Program: 988 Lifeline / Suicide and Crisis Lines

Location: In-person at the Santa Cruz office

Schedule: 36-40 hours per week. Days and hours are negotiable, but the work schedule will predominantly be during standard business operating hours, which are Monday through Friday, 8 a.m. to 6 p.m.

Reports To: Program Manager

To be considered for this position, please submit a resume and a brief cover letter explaining your interest in this role.

PROGRAM DESCRIPTION:

Be part of the watershed moment for behavioral health support, services, and programs in Santa Cruz, Monterey, and San Benito Counties. With the roll-out of 988, the National Suicide Prevention and Lifeline, Family Service Agency is committed to and passionate about building a robust crisis care response system across the country where everyone has access to information and training and someone to call, someone to respond, and a safe place to go for crisis care. We are eager to expand and seek responders who can facilitate the growth and continued transformation with our team's support.

Our program is accredited to offer 24/7 mental health crisis and suicide support on phone lines and answer inbound calls from several partners, including 988 Lifeline. In addition to phone lines, our program responds to incoming text/chat requests for crisis and suicide support. We are part of a robust collection of behavioral and mental health support programs within Family Service Agency, allowing us to serve community needs holistically and comprehensively.

Position Overview:

The Training and Quality Improvement Specialist will play a critical role in ensuring the delivery of high-quality crisis support services. This position involves identifying and implementing quality improvement strategies, facilitating staff training and professional development, and supporting program workflows and policies to maintain the highest standards of care.

The ideal candidate will have professional and/or personal experience in mental health or crisis response, demonstrate a strong attention to detail, and excel in collaborative, dynamic environments. This role requires a high degree of empathy, flexibility, and the ability to navigate challenging situations with professionalism and care.

Key Responsibilities:

- Identify and prioritize quality improvement tasks to ensure excellent service delivery for community members seeking crisis support.
- Apply quality improvement methods and tools to daily operations and workflows.
- Participate in internal and external meetings to provide input on program improvement and recommend changes to workflows, policies, and procedures.
- Collaborate with colleagues to ensure the successful implementation of quality improvement initiatives across all program areas.
- Assist in identifying, implementing, and evaluating strategies for continuous quality improvement.
- Organize, develop, and facilitate training sessions and orientations focused on improvement tools, methods, and processes.
- Work with management to develop pathways for professional growth and crisis responder development.
- Conduct audits of quality assurance or special projects as assigned.
- Ensure improvement activities are well-documented and effectively communicated within the organization and, as appropriate, with external partners.
- Demonstrate empathy, flexibility, and professionalism in interactions with clients and staff, including managing challenging or hostile situations with care.

Desired Qualifications:

- High School Diploma or equivalent.
- Minimum of 2 years of relevant experience in program operations, quality improvement, and/or crisis response.
- Proficiency with office systems and software.
- Must complete **988 Responder Training** within 6 months of hire, which is provided by the agency.
- Ability to pass a background check.

Preferred Qualifications:

- Experience in mental health or emergency response services.
- Knowledge of quality improvement tools, methods, and strategies.
- Strong project management and operational skills with a clear attention to detail.
- Experience representing an agency externally and providing high-level client service.
- Familiarity with diverse and vulnerable populations, with a demonstrated ability to work effectively in multicultural environments.
- Flexibility to adapt in a dynamic, fast-growing program.

Key Skills:

- Strong organizational and analytical skills.
- Effective communication and interpersonal abilities.
- Proficiency in facilitating training and professional development sessions.
- Empathy and professionalism in managing sensitive situations.

- Commitment to follow-through on tasks and projects from start to finish.

Job Type: Full Time

Compensation: \$23-\$26, depending on experience.

Benefits:

- Vacation, sick, holiday OT,
- Medical, dental, and vision benefits.
- Continuing education and training opportunities
- Internet Stipend for Remote Workers

ABOUT US:

Family Service Agency of the Central Coast (FSA) is a well-established non-profit mental health and wellness agency. Our services include outpatient counseling, 988 Suicide & Crisis Lifeline, suicide prevention services, programs for suicide loss survivors, outreach, education and training, mobile crisis response, senior services, support for women with cancer, and a program for victims of childhood sexual abuse. Join our team and enjoy a supportive work environment where you and your clients can thrive.

WORK ENVIRONMENT:

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly required to use hands, reach with hands and arms, and talk or hear. The employee is frequently required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Laptops, headsets, and other necessary technology will be provided.

Family Service Agency is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or protected veteran status. We are committed to excellence through diversity and strive to establish a climate that welcomes, celebrates, and promotes respect for the contributions of all clients and employees.

Our programs recognize the value of racial, ethnic, cultural, and linguistic diversity and strive toward a culture of trauma-informed practice. The overarching goal is to ensure that all services promote healing and integrate the values and standards of providing culturally and linguistically appropriate services.

For more information, please email fsaemployment@fsa-cc.org or call (831) 459-9373, x 33.