



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. 104 Walnut Avenue, Santa Cruz, CA 95060.

Schedule: 40 hours per week. Days and hours may be negotiable, but the schedule will primarily be during standard business hours: Monday through Friday, 8 a.m. to 6 p.m.

Reports To: Training and Compliance Manager

To be considered for this position, please submit a resume and 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 service community needs holistically and comprehensively.

Position Overview:

The Training and Quality Improvement Specialist supports the delivery of high-quality crisis support services through training, professional development, quality improvement, and program support activities.

This position assists with the development and facilitation of training, supports the ongoing development of staff competencies, and participates in quality improvement activities designed to strengthen service delivery and program effectiveness. The Specialist uses information gathered through training and quality improvement activities to identify opportunities for improvement and support the ongoing development of program practices.

The ideal candidate will have strong communication, organizational, analytical, and interpersonal skills; attention to detail; and the ability to work effectively in a dynamic environment. This role requires professionalism, flexibility, sound judgment, and the ability to work collaboratively with staff and leadership.

Key Responsibilities:

- Develop, organize, and facilitate training and professional development activities to support responders' knowledge, skills, and competency.
- Support new responder training, ongoing education, skills development, and other learning opportunities as needed.
- Develop, update, and maintain training materials, presentations, resources, and other educational tools to support program needs.
- Participate in quality improvement activities, audits, and monitoring processes to identify trends, strengths, gaps, and opportunities to improve service delivery.
- Assist in identifying, implementing, and evaluating quality improvement strategies and initiatives.
- Provide feedback, coaching, and support related to training, competency development, and quality improvement activities.
- Use information and data gathered through training and quality improvement activities to identify staff development needs and opportunities for program improvement.
- Participate in internal and external meetings and collaborate with staff, management, and program partners regarding training, quality improvement, workflows, policies, procedures, and program initiatives.
- Maintain accurate and organized documentation related to training, quality improvement activities, audits, projects, and other assigned responsibilities.
- Support special projects and other program initiatives that promote effective service delivery, staff development, quality, compliance, and continuous improvement

Desired Qualifications:

- High School Diploma or equivalent.
- Minimum of 2 years of relevant experience in training, adult education, program operations, quality improvement, crisis response, behavioral health, human services, or a related field.
- Demonstrated experience facilitating training, teaching adults, or providing professional development.
- Demonstrated ability to interpret and apply policies, procedures, guidelines, standards, and other program requirements.
- Strong written and verbal communication, organizational, analytical, and documentation skills, with attention to detail.
- Proficiency with standard office systems and software, with the ability to learn program-specific technology and systems.
- 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.
- Experience with quality assurance, quality improvement, auditing, monitoring, or program evaluation.
- Experience developing training materials, curricula, presentations, manuals, or other educational resources and using data or feedback to identify training and program improvement needs.
- Experience working with regulatory requirements, accreditation standards, national guidance, or other formal program standards.
- Experience working collaboratively across departments, with external community partners, or with diverse and vulnerable populations. Bilingual or multilingual skills are a plus.

Key Skills:

- Ability to facilitate training and support adult learning and competency development.
- Ability to interpret and clearly communicate requirements, guidelines, and standards.
- Ability to identify trends, assess information, and support continuous improvement.
- Strong written, verbal, and interpersonal communication skills.
- Strong organizational, problem-solving, and project management skills with attention to detail.

Job Type: Full-time

Compensation: \$24-\$26, depending on experience.

Benefits:

- Vacation, sick, holiday, OT, medical, and dental 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 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.