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## **POSITION OPENING ANNOUNCEMENT**

### **Crisis Intervention Quality Assurance and Training Coordinator II**

The Crisis Intervention Quality Assurance and Training Coordinator provides leadership that promotes a department-wide quality improvement culture through the continual development and implementation of training and monitoring, providing a training program that enables our staff and volunteers to provide high-quality crisis intervention counseling. This position also provides high-quality training to the broader community in suicide prevention and other related topics.

#### **Requirements:**

- Master's degree in Social Work, Counseling, or related field and experience in a mental health field
- Other Chapter 24 Accreditation standards for crisis response staff hiring (see Iowa Code 441—24.24(225C) for more details)
- Complete mandatory training programs at first available opportunity
- Experience assisting people with relationship difficulties, depression, stress, extreme poverty, mental illness, and other crisis issues
- Experience and demonstrated success developing training materials/curriculum and providing training related to active listening or other related skills
- Skilled in the use of computers, including Microsoft Office suite, databases, team/project management applications, and online training platforms
- Ability to model a client-centered, compassionate, non-judgmental approach
- Personal attributes such as professionalism, integrity, commitment to self-improvement, friendliness, tact, enthusiasm, creativity, sensitivity, sense of humor, and honesty
- Ability to work flexible schedule, including occasional evenings, weekends and overnights to provide training sessions, speaking engagements, and to respond to call center emergency situations. Must have the ability to report to work quickly in emergencies
- Dependable transportation
- Ability to pass a background check

Full-time, salary position: \$40,000 - \$45,046 depending on experience

Excellent benefit package includes paid vacation and sick leave, 401k retirement plan along with employee health and dental coverage and life/accidental insurance. Employee copay is required for some plans.

Persons interested in this position should send a cover letter and resume to: Cindy Hewett at [cindy.hewett@builtbycommunity.org](mailto:cindy.hewett@builtbycommunity.org) with "CI Quality Assurance and Training Coordinator" in the subject line

Or

Cindy Hewett, Human Resources Director  
CommUnity Crisis Services and Food Bank  
1121 S. Gilbert Ct.  
Iowa City, IA 52240

**Application deadline: Friday, October 9, 2020**

CommUnity Crisis Services and Food Bank is an Equal Opportunity Employer