

Job Title	Quality Assurance and Instructional Design Manager, HelpLine, CPEP
Employer/ Agency	MHMRA of Harris County
Job Description	<p>The MHMRA HelpLine is the first contact and representation of MHMRA by phone to the public, consumers and providers. We answer all calls coming into MHMRA's main phone numbers as well as calls from our partnership agencies. We help direct calls relating to the administration of our services; provide information about our services; conduct crisis intervention, suicide assessments and intervention; provide community referrals when appropriate; and give telephone support to callers. The Quality Assurance and Instructional Design Manager supervises and coaches HelpLine Phone Counselor new hires from the training process through their first 6 months on the HelpLine to assure adequate skill development and job knowledge.</p> <ol style="list-style-type: none"> 1. Design, develop, and deliver training for new hires. Training design should be guided by a thorough knowledge of adult learning principles and organizational change concerns and should, where possible, follow industry best practices. 2. Supervise new hires for 6 months, continually supporting their learning and evaluating the training program's success. After 6 months, hand off supervision to Clinical Team Lead, providing clear written feedback and documenting concerns and kudos appropriately. 3. Analyze training needs and prepare recommendations for migrating training to a hybrid or e-learning approach. 4. Propose and implement meaningful metrics for assessing new hire performance. Begin gathering baseline data immediately, and continually use that information to determine how well new training methods are working. 5. Design and deliver training that is culturally competent, compliant with relevant regulations, cost-effective, data-driven, and rooted in solving real problems rather than "training for the sake of training". 6. Work closely with the HelpLine Management Team to identify performance problems across, propose solutions, and select approaches for resolving them. 7. Assist new hires in all areas of their transition to work, proactively meeting with and supporting them with issues, questions, and concerns. 8. Updates and Prepares Phone Counselor training schedules and manuals prior to a new training class. 9. Manages and organizes HelpLine new hire documentation and training materials. 10. Develops and schedules ongoing refresher and continuing education training for HelpLine Phone Counselors. 11. Attendance - Schedule will vary due to training and meeting needs with Phone Counselors. When not in active training class, the set schedule is Tues. - Sat 11a - 7p. 12. Will share rotating on-call responsibilities with the rest of the Helpline Management Team.

	<p>13. Projects are completed as assigned in a timely and accurate fashion.</p> <p>14. Attitude - The Quality Assurance and Instructional Design Manager is positive, constructive, and supportive toward customers, employees, and the company, and has a sufficient level of enthusiasm and commitment demonstrated through their job performance.</p>
Qualifications	<p>EDUCATION/CERTIFICATON:</p> <p>Bachelor’s degree (B.A.) from four-year College or university in the area of Psychology, Sociology, Social Work or another human services related course of study and 5 years of experience.</p> <p>Masters degree preferred but not required and 3 years of experience.</p> <p>EXPERIENCE REQUIRED:</p> <p>Instructional Design Training Delivery Call center customer service background E-learning/computer training development knowledge Employee Supervision Metrics design and measurement</p> <p>REQUIRED KNOWLEDGE:</p> <p>A 200 hour training curriculum is provided for successful applicants and includes training in customer service, Crisis Intervention Theory, Listening Skills, Call Management skills, Mental Health Issues, Intellectual and Developmental Disabilities Issues, Risk Assessments, MHMRA Services and Programs, and Finding Community Resources. Some additional computer training may be required and some leadership skill development may be assigned by the Helpline Director or Clinical Team Lead.</p> <p>SKILLS/ABILITIES:</p> <p>Critical Thinking and Problem Solving Skills Training/Public Speaking Skills Listening Skills Supportive and Corrective Feedback Ability to navigate training software development systems Organized</p>
Contact Person	<p>Jennifer Battle, LMSW HelpLine Director MHMRA of Harris County Houston, TX 713-970-7000 (24 hour HelpLine) 713-970-8240 (Direct)</p>
Application Method	<p>Resumes and cover letters can be emailed to Jennifer.battle@mhmraharris.org</p>

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.

UNIVERSITYof **HOUSTON**
GRADUATE COLLEGE of SOCIAL WORK