



LivingWorks is seeking an
REGIONAL TRAINING AND DELIVERY MANAGER
California/Nevada

Full Time, Remote Position within California or Nevada

About LivingWorks

For four decades, we've wondered: how can we make the world a better place? At LivingWorks, that comes in the form of saving lives from suicide. We make it possible with innovative, evidence-based training that can empower anyone to recognize someone's distress and take action to keep them safe. Everyone has a role to play, and we have a training program for every role.

We've grown a lot over the past four decades. From a small startup to a global company, we're honored to be training communities and organizations around the world. Military units, teachers, corporations, volunteers, faith communities, mental health professionals, and countless others rely on our training to save lives every day.

LivingWorks is a mission-driven, for-profit company. This means:

- We exist for our mission: to make communities everywhere safer from suicide.
- Everything we do, and how we do it, must contribute to our mission.
- Profit is an 'outcome' of what we do, not the 'why' of what we do.
- Profit ensures the sustainability of our organization to serve our mission.

About the Position

As a member of the Training and Delivery Team, the Regional Training and Delivery Manager, Southern California (RTM) works collaboratively with key stakeholders to establish, expand, and support Networks of Safety within their region. The RTM provides oversight of Trainers in their region to ensure that LivingWorks programs are delivered wherever and whenever needed with the highest quality, and, that Trainers receive the highest quality training and support. The RTM collaborates with the Suicide Prevention Manager (SPM) who manages the strategic objectives in the region.

Delivery:

- Maintain the optimum number of Trainers in the network to meet current and foreseeable market need (Delivering programs wherever and whenever needed in the region);
- Understand and provide recommendations for cost effective training delivery;
- Management and coordination of Training and Delivery in the region;
- Provide appropriate administrative support to Trainers;
- Maintain 'active' trainer status by delivering a specified number of trainings / year;
- Assist with the delivery of 'hosted workshops' as required;
- Provide continuous quality improvement (CQI) recommendations to leadership.

Training:

- Using participant feedback, provide ongoing mentoring, coaching and guidance of Trainers as needed;
- Ensure Trainers are aware of and comply with Training and Delivery Systems and Standards;
- Deal with escalated QA concerns and customer complaints (within grievance process);
- Manage annual minimum workshops for Trainers in accordance with Quality Assurance Standards, ensuring all maintain 'active status';



- Collaborate with the Compliance Team;
- Identify Trainers for the delivery of Hosted Workshops and other duties (coaches and consulting trainers in the region).

Training Network:

- Map out region for trainer capacity (skill level, location, abilities, availability)
- Establish strong effective working relationships with Trainers in the region;
- Conduct community assessment of suicide prevention;
- Gather business opportunity information from Trainers and directly from current or potential customers, then share that information with the Suicide Prevention Managers;
- In collaboration with Suicide Prevention Managers, identify and connect LivingWorks to key decision makers in strategic organizations;
- Understand and provide recommendations for dealing with competitor strategies and products;
- Understand and implement best practice business development strategies;
- Increase awareness of the LivingWorks brand and products to new and existing markets;
- Identify specific needs and challenges in the region (unique demographics for example);
- Identify, develop, and grow existing and new partnerships including but not limited to industry, professional associations, government, etc;
- Attend regional conferences and events on behalf of LivingWorks;
- Participate in the development and implementation of brand, marketing and media engagement initiatives.

Education and Experience

- Is a current, active LivingWorks Trainer;
- Bachelor's degree or equivalent in a relevant field of study.

Competencies and Attributes:

- Demonstrated problem-solving and customer service skills;
- Demonstrated effective community outreach and stakeholder relationship building;
- Ability to inspire other Service Delivery professionals;
- Demonstrated consultative influencing skills;
- Excellent interpersonal communication and public speaking skills;
- Self-reliant, self-motivated;
- Can work effectively from a home office and be able to travel, primarily within the region but, also on occasion, internationally;
- Has a valid active passport and is able to withstand the rigors of international travel;
- Computer and database skills; and
- Effective video conferencing facilitation and participation skills.

How to Apply:

Sound like a fit? We'd love to hear from you. In addition to working toward a life-saving mission, LivingWorks offers a competitive compensation package. The workplace for this role is remote/home based within the California and Nevada Region.

Please provide your resume and cover letter detailing your qualifications to hr@livingworks.net

Application Deadline is September 1st, 2023