National Runaway Safeline  
Director of Training & Quality Assurance  
Position Description

The National Runaway Safeline (NRS) is a 501(c)(3) organization committed to ensuring that America’s runaway, homeless and at-risk youth are safe and off the streets. NRS provides critical crisis intervention and resources for youth and families 24 hours a day, 365 days a year via a hotline, text, chat, emails, and an online forum. The organization is based in Chicago and serves youth in crisis and their families from across the U.S. and the U.S. Territories.

Overview:

NRS seeks to hire a dynamic experienced Director of Training & Quality Assurance who is inspired by the opportunity to contribute to the efforts that ensure America’s runaway, homeless and at-risk youth are safe and off the streets. The Director of Training & Quality Assurance manages the organization’s training, continuing education and continuous quality improvement functions, ensuring that NRS is leading the way in applying best practices, services and support for runaway and homeless youth. This position oversees all NRS training functions for NRS staff, volunteers and national partners and constituents and supervises the Training & Quality Assurance team.

The ideal candidate brings a high level of energy and innovation, thrives in a fast-paced environment, and has demonstrated an unwavering commitment to youth in crisis, racial justice and prevention. Flexibility, strong organizational skills, effective written and oral communication skills, and a nuanced understanding of NRS’ diverse and broad audiences will be key for success in this role. This position reports to the Chief Program Officer, will serve as a key member of the organization’s Leadership Team and will be instrumental in integrating training and quality assurance into all aspects of NRS’ service delivery systems.

Responsibilities:

- Oversee and manage NRS’ training and continuing education programs, both in-person and online, for NRS staff, volunteers and fee-based training groups;
- Develop and implement an online interactive training curriculum for onboarding new volunteers and preparing them to serve remotely;
- Create a continuing education program for NRS staff and volunteers that incorporates ongoing prevalent issues impacting runaway and homeless youth, integrates quality improvement and provides professional development opportunities;
- Design and manage a robust national fee-based training program;
- Create webinars, training videos and other related training tools for public audiences including runaway and homeless youth programs, community-based service providers and NRS’ national partners;
- Develop and execute a continuous quality improvement system for NRS’ crisis services team that integrates data analysis and real-time information to ensure delivery of the highest level of services for
youth and families;
• Manage the maintenance and expansion of NRS’ national resource database;
• Develop reports, analytical assessments and other data relevant for impact and outcome measurements for assessing the NRS crisis services delivery model; and
• Supervise the Training and Quality Assurance Team, including student interns, outside vendors and consultants.

Other Requirements:

• Demonstrated success working with a senior leadership team and Board of Directors to develop and deliver quality training and continuing education programs;
• Progressive experience with and responsibility for program and curriculum development, training and e-learning;
• Excellent leadership skills; able to mentor, develop and motivate a team of training, quality assurance and database management professionals with varying levels of experience;
• Superb written and verbal communications skills including a high level of comfort with training, public speaking and serving as an organizational ambassador;
• Strong interpersonal skills with proven experience with team and relationship building, including the ability to communicate with diverse teams both internally and externally;
• Creative problem-solving skills with a positive, results-oriented mindset;
• Ability to work in a fast-paced environment and meet deadlines with little outside direction;
• Comfortable with change management and being part of a collaborative work environment;
• Proficient in Microsoft Office Suite (Word, Excel, Outlook, Publisher, PowerPoint, Publisher), Adobe and online learning software (i.e. GoToMeeting), learning management tools and e-learning authoring software (i.e. Storyline, Articulate and Replay);
• Familiarity with CRM systems (i.e. Icarol, Salesforce, etc.) and/or crisis contact, hotline platforms (i.e. Shoretel, Five9, etc.);
• Experience with research, evaluation and continuous quality improvement systems;
• Knowledge and experience working in a social services environment with a preference for experience with crisis intervention, prevention and/or youth development practices;
• Be committed to the mission and operating goals of the National Runaway Safeline; and
• Ability to maintain a flexible work schedule that includes some evenings, weekends and travel.

NRS is an equal opportunity employer and will not discriminate against any employee or applicant based on race, color, creed, religion, gender, sexual orientation, national origin, age, or disability.

Please submit a cover letter and resume to HumanResources@1800runaway.org. No phone calls, please.