



LivingWorks is seeking a **Senior Hub Lead (Quality Assurance / Mentoring)**

About LivingWorks

For nearly 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 training programs for a diversity of helping roles.

We've grown a lot since 1983. From a small start-up 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.

Position Purpose

LivingWorks' Delivery Department serves the LivingWorks Mission with a mandate to provide high quality training wherever and whenever needed. They do this by developing and maintaining a network of skilled, passionate trainers capable of delivering workshops to the standard identified by LivingWorks, with the assurance that the network meets the needs of the organization.

To support our growing network of trainers, LivingWorks is strategically placing Hub Leads in geographic locations around the world. Hub Leads will support trainers in a geographic location, providing quality assurance, mentoring, and ensuring adherence to policies and procedures. They will carry the LivingWorks brand into local regions, help trainers be the best they can be, and in partnership with LivingWorks Community Development Specialists, build local Networks of Safety. As LivingWorks program experts, Hub Leads will also be a key resource for business development teams, helping provide customers with information about our course offerings.

To support the increasing number of Hub Leads, we need a Senior Hub Lead to serve as the overall manager of our global trainer network. Where our Director of Training focuses on the



processes and content of training, the Senior Hub Lead's focus will be the mentoring and coaching of trainers via Hub Leads. The Senior Hub lead is someone who...

- Is a problem solver
- Has strong emotional intelligence (EQ)
- Works independently and can build a strong team
- Collaborates well by listening to understand, building trust and inspiring others
- Is self-aware and self-reflective
- Is an inspiration to others
- Earns a reputation of credibility by demonstrating exceptional training skills and exemplary communication skills: listening, facilitating, guiding and questioning

Position Description

Reporting to the EVP of Delivery, the successful Senior Hub Lead will:

- Demonstrate excellent interpersonal and public speaking skills while interacting with audiences of diverse needs and learning styles
- Steward an international network of Hub Leads that keep trainers current, active and aligned with the direction LivingWorks is moving to achieve its vision
- Have their finger on the pulse of the trainer network, ensuring that emerging best practices are shared and adopted throughout the network
- Ensure there is alignment amongst trainers within vertical markets

To achieve success, the Senior Hub Lead will:

- Serve as Hub Lead for their own region, modeling best practices for other Hub Leads
- Build an effective global network of Hub Leads through recruitment, mentorship and oversight
- Establish Standard Operating Procedures (SOPs), policies and processes under the guidance of the EVP, and ensure the ongoing adherence to, and further development of those SOPs, policies and processes
- Be accountable for all Hub Lead administrative functions being fulfilled
- Expertly provide specific supervisory feedback to trainers in accordance with LivingWorks standard procedures
- Expertly deliver the LivingWorks ASIST and LivingWorks safeTALK programs, and effectively describe other LivingWorks programs such as LivingWorks Suicide to Hope and LivingWorks Start.
- Work closely with Hub Leads, Trainers, and Community Development Specialists to build Networks of Safety
- Contribute to the ongoing development, piloting, and rollout of licensure processes and policies



Qualifications and Experience

The successful candidate will have a minimum of 5 years' experience in a LivingWorks trainer role, have management/leadership experience, and have demonstrated knowledge of human resource and workforce planning.

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. This role is remote/home-based with frequent virtual collaboration; 25% travel is expected when conditions allow.

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