

### **“E/Quality Care” LGBTQ Competency Training Program Consultants – Part Time, Virtual**

We are seeking 2 part-time, virtual consultants to support the enhancement and expansion of the E/Quality Care training program. Candidates may fill one or both roles. Please note that a proposal is required for the Development Consultancy.

- E/Quality Care Training Development Consultant
- E/Quality Care Training Co-Facilitator

#### **About Us**

Rainbow Heights Club (RHC) is a mental health support and advocacy program dedicated to meeting the needs of LGBTQ+ adults living with serious mental illness, such as schizophrenia, schizoaffective disorder, major depression, bipolar disorder, anxiety disorders, intellectual or developmental disability, and substance and alcohol use issues. Our work is extremely effective: 95% of the people who come to Rainbow Heights Club remain free of psychiatric hospitalization each year.

We are committed to raising the bar for LGBTQ-affirming care throughout the public mental health system in New York. In addition to cultivating our community space in downtown Brooklyn since 2001, we have for years also provided free LGBTQ competency trainings to NYC-based health and human services providers.

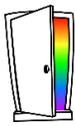
#### **E/Quality Care Trainings**

Since 2009, Rainbow Heights Club has operated a formalized training program known as E/Quality Care. The E/Quality Care program, made possible by the support of the NYC Department of Health and Mental Hygiene and the NYC Council, creates a space for behavioral health providers to learn how to provide a safer and more welcoming environment for LGBTQ+ behavioral health consumers. In the past fiscal year alone, we provided 26 LGBTQ 101, LGBTQ 201 and Trans 101 training webinars for nearly 1700 NYC-based behavioral health providers.

Participants in our trainings come away with a greater sense of comfort and confidence about interacting with LGBTQ+ people in a respectful and affirming manner. In our Trans 101 pre-survey, 58% of participants report that they aren't sure what affirming care looks like, and that they're nervous about saying or doing the wrong thing. Following our training, participants overwhelmingly agree that they feel more comfortable:

- Asking clients about their gender identity, correct name and pronouns (99%)
- Correcting themselves, apologizing and moving on if they accidentally use the wrong name or pronoun for a trans client (99%)
- Asking for clarification when a trans client uses a term they aren't familiar with (100%)
- Knowing what questions are appropriate and helpful to ask during intake sessions (100%)

Thanks to new funding from New York State, we currently have plans to expand our training program beyond the five boroughs, to reach upstate providers as well.



## Request for Proposals

### E/Quality Care Training Development Consultant – Part Time, Virtual

#### Summary:

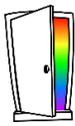
RHC's E/Quality Care training offerings have evolved significantly since their original development, particularly once they were converted to a virtual format. The behavioral health service landscape, and with it the support needs of consumers and providers alike, has evolved too. RHC seeks a consultant to guide continued development and evaluation of E/Quality Care training offerings to ensure relevance and effectiveness across a broad range of provider audiences.

#### Scope of Work:

- Evaluate content and delivery of RHC's existing LGBTQ+ and Trans trainings to ensure adherence to adult learning principles, as well as ability to meet training participants' accessibility needs
- Identify content that remains salient and content that has fulfilled its purpose and can be let go. Identify strengths of current training format and areas for improvement
- Develop and conduct needs assessment to identify emerging and/or unmet learning needs of NYS behavioral health providers to address in next iteration of training modules
  - This includes eliciting feedback from LGBTQ mental health consumers at RHC
- Report on needs assessment findings to RHC staff and support application of findings to new version of LGBTQ training
  - This could include developing new content/themes for inclusion in training, as well as combining/condensing existing content from previous training versions
- Develop framework for structured, highly interactive consultations, to be offered to agencies interested in additional support for their ongoing work with LGBTQ clients
- Plans for ongoing pre and post training/consultation evaluation are a must

#### Requirements:

- **Education:** Master's degree or higher preferred in Social Work or related behavioral health field, or in Education as it pertains to adult learning. Candidates with commensurate experience will also be considered, and may be asked to demonstrate additional skills during interview process
- **Experience in the Following:**
  - **Project Management:** 1-2+ years' experience managing program development projects, with demonstrated ability to create realistic work plans and meet deadlines
  - **Needs Assessment:** Experience collecting, evaluating and reporting on quantitative and qualitative data through various means (surveys, focus groups, stakeholder interviews, etc.)
  - **Curriculum Development:** Verifiable track record of developing cultural competency or continuing education trainings for health and human services providers, with demonstrable adherence to adult learning principles. **Must have available evaluation data from previous projects to share**



- **Communication Skills:** Effective oral and written communication skills, including excellent listening skills, and high level of comfort and competence discussing topics related to LGBTQ+ identities with a wide variety of audiences
- **Commitment to Organizational Mission & Values:** Understanding of and commitment to addressing mental health disparities within LGBTQ+ communities, in particular for LGBTQ+ communities of color, TGNC people and people with disabilities
- **Understanding of Racial and Economic Justice:** Understanding of the impacts of racial, ethnic and economic marginalization on LGBTQ New Yorkers living with mental illness, and commitment to culturally competent, anti-oppressive practice
- **Outlook:** Deep understanding and respect for peer support work and commitment to challenging power dynamics between providers and consumers. Respect for all people as the experts of their own lived experiences
- **Aligned Priorities:** Understanding that E/Quality Care training goal is not to perfect providers' language on surface level, but rather to shift provider attitudes and then behaviors

**Location:** Applicants must live and be familiar with the service landscape in New York State, but the duties of the position can be fulfilled virtually. (Applicant is welcome to visit RHC in person as part of eliciting member feedback, or may develop other feedback mechanisms for implementation by RHC staff.)

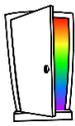
**Project Timeline:** 6 months

**Please email a proposal, cover letter and resume to [parkerjordan@rainbowheights.org](mailto:parkerjordan@rainbowheights.org) with the subject line, Training Development Consultant. In your proposal, please include:**

- A brief description of how you might go about completing each of the first three task bullets listed in the Scope of Work (think 1-2 paragraphs per bulleted task)
  - We recognize that applicants have significantly less context for this project than one would post-hire. Consider these descriptions a starting point for conversation in your interview
- Key values and/or considerations that you would prioritize in your approach to the project
- Suggested timeline for key tasks in the project
- General availability for project work and meetings
- Proposed compensation

Emails with questions prior to application are welcome; **please attach your resume to these emails** and send to [parkerjordan@rainbowheights.org](mailto:parkerjordan@rainbowheights.org).

*As an agency dedicated to peer support, we believe that clinical expertise is most impactful when paired with lived experience. Rainbow Heights Club is a project of Heights Hill Mental Health Service South Beach Psychiatric Center Community Advisory Board, Inc., which is an equal opportunity employer. We actively encourage applications from women, BIPOC, TGNC people, people living with disabilities, and people from other marginalized groups.*



### **E/Quality Care Training Co-Facilitator – Part Time, Virtual**

#### **Position Summary:**

The E/Quality Care Training Co-Facilitator will be responsible for collaborating directly with Rainbow Heights Club's Director of Community Engagement to schedule, prepare and co-facilitate LGBTQ+ and TGNC cultural competency trainings for health and human services providers in New York State.

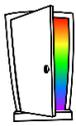
#### **Responsibilities:**

- Co-facilitate between 3-5x E/Quality Care training webinars per month via Zoom with Director of Community Engagement
- All training scheduling with external agencies will be handled by Director of Community Engagement; Co-Facilitator is expected to respond in a timely fashion to availability queries
- Onboarding will include paid time spent viewing, evaluating and providing feedback on content and presentation of LGBTQ+ and TGNC trainings, to ensure their alignment with co-facilitator's own clinical expertise and lived experience

#### **Qualifications:**

- **Education:** Master's degree and licensure in Social Work or a related field
- **Clinical Experience:** A minimum of 2 years of clinical experience in the provision of behavioral health services in a community setting. Clinical experience working with LGBTQ+ (particularly TGNC) adolescents a huge plus, but not required.
- **Training Experience:** A verifiable track record of developing and delivering cultural competency or continuing education trainings for health and human services providers
- **Communication Skills:** Effective oral communication and presentation skills – particularly, comfort articulating the clinical benefits of LGBTQ-affirming care, as well as answering participant questions and providing practice suggestions in real time
- **Commitment to Organizational Mission & Values:** Understanding of and commitment to addressing mental health disparities within LGBTQ+ communities, in particular for LGBTQ+ communities of color, TGNC people and people with disabilities
- **Understanding of Racial and Economic Justice:** Understanding of the impacts of racial, ethnic and economic marginalization on LGBTQ New Yorkers living with mental illness, and commitment to culturally competent, anti-oppressive clinical practice
- **Service Familiarity:** Knowledge of and connections to community resources that address the mental health, substance use, physical health, housing, etc. needs of low/no income LGBTQ+ New Yorkers
- **Optimism:** Ability to assume positive intent in training Q&As and respond in ways that foster growth

**Location:** Applicants must live and be familiar with the service landscape in New York State, but the duties of the position can be fulfilled virtually.



**Hours/Duration:** 8-15 hours per month. Trainings typically take place on Tuesdays before noon, but this position will periodically require scheduling flexibility beyond that. The training contract runs through the end of June 2023, at which point there could be the opportunity to renew for the following fiscal year.

**Compensation:** Training co-facilitator will be paid as a consultant at an hourly rate to be negotiated based on experience.

**Application:** Please email your cover letter and resume to [parkerjordan@rainbowheights.org](mailto:parkerjordan@rainbowheights.org) with the subject line, Training Co-Facilitator.

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