

Job Description

Job Title: Emergency Services Program Manager

Department: Emergency Services

Reports to: Chief Executive Officer

Category: Full time

FLSA Status: Salary/Exempt

Prepared By: Tamera Hunter, Chief Executive Officer

Job Summary

This well-established position (53 years and counting), empowers Crisis Helpline callers in emotional distress, promoting holistic wellbeing by overseeing day-to-day programs and activities. This oversight includes supervising Crisis Intervention Specialists (CIS), the Helpline Training Coordinator and volunteers, while performing administrative duties required for successful daily operation of the Helpline. This position is funded by ongoing intact dollars that are not impacted by federal or state fiscal cuts.

Core Responsibilities

1. Understand and implement Townhall II policies, procedures, Mission and Vision Statements, as well as the agency's core values and Code of Ethics.
2. Understand and implement Emergency Services Program policies and procedures, including American Association of Suicidology (AAS) Standards and expectations.
3. Conduct business in a professional manner which reflects understanding of diversity, cultural and community needs, and the unique needs of individual clients.
4. Ensure Emergency Services Program policies and procedures are reviewed annually and revised as needed to be compliant with the AAS Standards, Commission on Accreditation of Rehabilitation Facilities (CARF) Standards, Sanctuary Institute Model and Townhall II Standards.
5. Monitor equipment and technology for needed upgrades in collaboration with the IT manager.
6. Occasional on-call responsibilities to support CIS personnel (on-call stipend provided).
7. Seek supervision and consultation as appropriate, but no less than monthly.
8. Address any CIS personnel issues with the Human Resource Department.
9. Perform 90-day evaluations, regular supervision based on hours worked, annual staff performance evaluations, and disciplinary actions.
10. Resolve grievances/issues among employees when possible.
11. Maintain Emergency Services schedule to ensure 24/7 coverage by staff.
12. Actively recruit, hire, and train new CIS and volunteers to ensure full coverage in collaboration with the Helpline Training Coordinator.
13. Collaborate with Helpline Training Coordinator to review training curriculum for current, evidence-based practices annually and ensure training standards are met.
14. Regularly monitor CIS for quality assurance.
15. Work with the Narcotics Anonymous (NA) Ohio and NA Buckeye Region contacts to keep the on-call contact list up-to-date.
16. Update and liaise with contract answering services on a quarterly basis.
17. Annually review/renew contracts with contract answering services.
18. Cover shifts, when needed, to ensure full coverage when short-staffed.
19. Submit monthly reports for contracted lines to accounting.
20. Complete bi-annual reports for the Mental Health and Recovery Board of Portage County.
21. Complete monthly reports for 988 to Vibrant.
22. Attend regularly scheduled 988 meetings and conferences.

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23. Complete quarterly reports for the Prevention and Outreach Director to maintain grants.
24. Other duties as assigned.

Expected Hours of Work

40 hrs/weekly with some flexible scheduling. Ability to work remote 25% of work week.

Required Education and Experience

Master's degree in Psychology, Counseling, Social Work, Marriage & Family Therapy, or closely related fields. Must have an LSW, LPC or higher in the State of Ohio. At least two years of supervisory or managerial experience required. The requirements for this position are subject to regular review and the discretion of the CEO or to comply with state or national accreditation or funding regulations.

Competencies

1. Must pass background checks and have a valid drivers' license.
2. Must have working knowledge of the appropriate services and relevant support systems for callers in distress, including resources and response to interpersonal violence, and suicide and homicide prevention.
3. Strong team player with organizational skills, analytical skills and attention to detail
4. Expert in time management.
5. Strong computer skills with Microsoft Office, Outlook and electronic client records.
6. Knowledge and use of Emergency Services Program procedures and policies, motivational interviewing, trauma informed care and SMART goals.
7. Compassionate and able to relate to different clients with various needs.
8. Must read, write and speak English fluently. Bilingual applicants strongly desired.
9. Maintain CPR certification. This will be provided internally by Townhall II.
10. Must be able to lead and work effectively with callers, callers' families, colleagues and external agencies who collectively possess a variety of personalities and backgrounds.
11. Must have excellent verbal and written communication skills.
12. Must be flexible to meet changing responsibilities or duties as needed.

Certificates, Licenses, Registration

13. LPC, LPCC, LSW, LISW, PsyD or other Master level or higher degree in behavioral health required. This requirement will not be waived, and licensure must be in good standing with the state of Ohio CSWMFT Board or interstate compact signatories.

Physical Demands

1. Must be able to lift up to 25 pounds. Townhall II is compliant with the Americans with Disabilities Act and will assist with accessibility.

Employee Name: _____

Employee Signature: _____

Date: _____