

JOB DESCRIPTION FORM

Clinical Phone Line Manager

Job Summary: The Clinical Phone Line Manager is responsible for recruiting, training, supervising, scheduling and mentoring professional and paraprofessional staff for the Crisis Services and Teen Link programs. The Manager is responsible for communicating the missional aspect of our work and incorporates the principles of recovery into training of staff. Additionally, the Manager participates in training Crisis Line phone worker volunteers and works in collaboration with the Volunteer Services Manager, Teen Link Volunteer and Training Specialist to train Teen Link volunteers. Thus it is important that the Manager has excellent communication and training skills. The Manager needs to understand the nature of 24-hour work and be flexible to support staffing during evenings, nights and weekends on a rotating basis with Crisis Services Clinician Leads. The manager is responsible for daily operations of the crisis phone room and teen link phone line and is a key contact with our community partners.

QUALIFICATIONS AND EXPERIENCE NEEDED:

- 3+ years management/operations experience in a mental health or social services setting with direct supervisory experience.
- Master's degree in counseling or a related field.
- MHP license required.
- Licensed in the State of Washington as an LMHC, LMFT or LICSW required
- Experience in telephone call center operations preferred.
- Strong clinical skills. Able to articulate vision and values related to mental health, substance abuse, crisis intervention and suicide prevention and intervention.

POSITION REPORTS TO: Senior Director of Clinical Operations

SUPERVISORY RESPONSIBILITIES: Crisis Services Staff and Teen Link Program Coordinator/Adult Phone Room Volunteer Supervisor, Youth SUD Prevention Professional.

SALARY: \$64,000

STATUS: Full time, Exempt Position

DATE LAST UPDATED: June 7, 2019

TO APPLY: Send resume with a cover letter to dchrastka@crisisconnections.org

NO PHONE CALLS WILL BE TAKEN FOR THIS POSITION.

Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.

Crisis Line Manager

Job Competencies

Leadership Competencies

30%

- **External Relationships.**
 1. Represents organization to outside agencies, contractors and the general public with professionalism.
 2. Responds to inquiries and requests in a timely manner
 3. Follows through with accurate, thorough and concise communications
- **Internal Relationships.**
 1. Collaborates in a positive and cooperative manner with leadership and managers in order to promote the mission of Crisis Connections and ensure its success.
 2. Represents the agency with a unified voice to staff and volunteers.
 3. Treat co-workers at all levels of the agency with compassion and respect.
 4. Provide good management to human capital
 5. Listen to concerns shared, and support staff in working through issues through appropriate channels, supporting a positive resolution.
- **Conflict Resolution with Peers**
 1. Ability to compromise for the good of the agency.
 2. Develop solutions that benefit the entire organization, providing a win/win outcome.
 3. Provide constructive feedback in a timely and respectful manner.
 4. Responds appropriately to constructive feedback.
 5. Understands the need for private vs. public discussions that include differences of opinions.
- **Conflict Resolution with Staff and Volunteers**
 1. Mentors and coaches staff to develop conflict resolution skills at the first level
 2. Encourages direct communication to resolve conflict with peers.
 3. Provides follow up and support to ensure a successful resolution to conflicts.
 4. Offer further management intervention when warranted.
- **Managing Performance to Excellence**
 1. Encourage excellence in areas of work performance, ethics and department morale among team members by:
 - Creating a culture of accountability amongst the team.
 - Clearly communicating expectations.

- Providing regular coaching of progress, issues that arise, strengths, growth areas and performance of job duties.
- Appropriately documenting any performance and behavior concerns utilizing the agency's Performance and Behavior Improvement Policy and form as needed.
- Seek guidance, supervision and support from direct supervisor and/or HR Manager as needed and appropriate.

Programs Staff Management

25%

1. Responsible for assuring that the Crisis Line Program Administrator successfully manages scheduling to ensure phone room shifts are filled, which includes crisis services clinicians, crisis intervention specialists and graveyard phone workers.
2. Responsible for identifying staffing needs and for initiating the recruitment process. Schedules candidate interviews and conducts interviews with the assistance and input of Program Administrators.
3. Responsible for implementing discipline when needed, and is responsible for terminating staff if necessary.
4. Manages the process of ensuring that all new crisis services employees and Teen Link Program Coordinator receive proper orientation and training. Ensures all crisis services clinicians, crisis intervention specialists and graveyard phone workers maintain competence and quality service provision.
5. Provides direct individual staff supervision to all Crisis Services Clinicians in order to support staff needs, provide feedback, and offer de-briefing.
6. Provides direct individual supervision to the Teen Link Program Coordinator/Adult Phone Room Volunteers Supervisor. Provide feedback and offer de-briefing as needed
7. Conducts performance evaluations in a timely manner.
8. Approves vacation and leave requests for program administrators and Teen Link Program Coordinator. Assures the accuracy of time cards and approves them.
9. Provides support to staff and phone workers related to stresses accompanying their work.

Program Management

25%

1. Oversees Teen Link and Crisis Services programs, and ensure they fulfill all legal, regulatory, contract and accreditation requirements, as well as ensuring they adhere to internal policies and procedures, thus assuring quality of service and integrity of internal operations and systems.
2. Helps to implement new programs successfully including a plan for staffing, space, work flows in the room, task distribution and assign roles to staff and leads. Works with Senior Director of Clinical Operations to do project planning, implementation, quality assurance and evaluation. Develops an in-depth understanding how the program is functioning so changes can be made.
3. Assures that the programs' annual work plan outcomes and objectives are reached.

4. Oversees the identification of Teen Link program outcomes and outputs meeting contractual obligations. Ensures consistent improvement in program functioning. Ensures Teen Link call and training statistics are accurate and readily available for distribution for required reports to funders.
5. Provides higher level problem solving with stakeholders, along with Senior Director of Clinical Services.-
6. Responsible for clinical problem solving in the phone room.
7. Provides advise and counsel to the Teen Link Program Coordinator to resolve issues with Adult Volunteers.
8. Facilitates regular staff meetings and organizes in-service trainings to build knowledge of operations and mental health/crisis issues.
9. Writes (with clinical lead) policies and protocols that affect scheduling and program needs.
10. Provides feedback to Director on performance issues that should be addressed in supervision meetings.
11. Maintains all the competencies required of crisis services clinician and crisis intervention specialist. Works crisis phone room shifts as needed.
12. Serves in rotation of clinical on-call schedule.

Community Relations and Training

15%

1. Initiates and maintains positive and productive working relationships with peers, funding/contracting agencies, community providers, etc. in support of Crisis Connections's organizational goals. Able to effectively represent Crisis Connections, crisis line services, and Teen Link/Youth Services.
2. Attends meetings with community partners as needed and effectively represents Crisis Connections, crisis line services and Teen Link/Youth services.
3. Provides input to Volunteer Manager on phone worker training. Conducts training modules and serves as back up trainer.
4. Participates in community training on crisis services related topics.

Quality and Quantity of Work/Work Habits

5%

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Follows personnel policies and procedures.
3. Written and verbal communication is clear, concise, accurate and thorough.
4. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
5. Makes appropriate use of supervisor.
6. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
7. Suggests solutions to identified problems.