

POSITION: Assistant Program Manager, Access

DATE: January 2016
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)
REPORTS TO: Senior Program Manager, Access/UM
SALARY: Exempt/DOE

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

POSITION DESCRIPTION:

- Perform daily, on-site management of the Access program and provide consultation as needed to support program staff
- Responsible for all performance management requirements for program staff including monitoring of performance, providing real-time feedback, scheduled 1:1's with each staff, conducting annual performance reviews and initiating corrective action plans as needs
- Assist the Senior Program Manager in the hiring process including conducting interviews and checking references
- Responsible for training all new staff and providing ongoing trainings as needed
- Work collaboratively with the Senior Program Manager to ensure the program is conducted and meeting the requirements of contractual guidelines and other regulations
- Conduct team meetings as needed including team building exercises to address any team dynamic issues as they arise
- Work collaboratively with the Senior Program Manager to ensure all policies, procedures and business practices are viable and up to date
- Answer Access phone calls to provide coverage as needed
- Occasional travel to local meetings

QUALIFICATIONS:

- Bachelor's or Master's degree in behavioral science, counseling or related field
- Registered as a mental health counselor within 30 days of employment required
- Two (2) years of recent, directly related experience
- Crisis intervention and call center experience strongly preferred
- Must possess excellent verbal, written and customer service skills, people skills and communication skills
- Must have the ability to multi-task, apply problem-solving skills and seek out information until a solution is implemented
- Demonstrated skills in Access preferred
- Advanced level of MS office suite required

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

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Crisis Line/Triage Clinician