

Title: **Assistant Program Manager, Crisis Services**
Reports To: Senior Program Manager, Crisis Services
Program: Behavioral Health, Crisis Services
Status: Exempt/Full-time
Date of Description: April 2017

General Function:

This position is responsible for assisting in the overall management and leadership of the Crisis Services program including training new staff, providing ongoing training and coaching to existing staff, case consultations, and working collaboratively with the Senior Program Manager, Assistant Director, and Senior Director in continually reviewing policy, procedures, trainings and business practices to ensure efficiencies, exceptional level of customer service and meeting NSBHO and other appropriate funder contractual obligations. This position will also provide back up for the Senior Program Manager at applicable NSBHO and Lifeline meetings, and policy/procedure reviews. This position also provides after-hours consultation as needed to support program staff in the Crisis Services program.

Principal Duties and Responsibilities:

- Perform daily, on-site supervision, support, training and coaching of line staff and volunteers
- Provide after-hours consultation as needed to support program staff
- Train all new staff and volunteers, provide coaching and training to existing staff and volunteers
- Assist Sr. Program Manager with creating, developing, and updating program trainings, materials, protocols, and procedures as needed
- Responsible for creating and maintaining staff and volunteer schedules
- Organize volunteer trainings, serve as the primary contact for volunteer communications, work collaboratively with the local area college and university programs to promote chat and text internships and practicum placements
- Complete evaluations and supervise BS/BS and MSW Practicum students
- This position is responsible for volunteer management and recruitment
- Track volunteer hours and report hours monthly to the appropriate VOA entity
- Host a monthly continuing education meeting for volunteers and interns
- Act as the Relias Learning System Administrator
- Participate in monthly Lifeline phone conferences and complete Lifeline monthly reports for Chat
- Ensure exceptional customer service and effective, efficient program operations
- Work collaboratively with the Senior Program Manager and Assistant Director to ensure all policies, procedures and business practices are viable and up to date
- Complete quality improvement and quality assurance activities including record and transcript audits and silent monitoring of calls in order to provide real-time feedback to program staff
- Be an active, contributing, positive member of the Behavioral Health management team
- Occasional travel to local meetings and national conferences
- Actively participate in any audit and accreditation activities
- Other projects as assigned by the Senior Program Manager and/or Assistant Director

Qualifications:

- Master's degree in behavioral science, counseling or related field
- Registered as a mental health counselor within 30 days of employment required; licensure in the State of Washington preferred.
- Two (2) years of recent, directly related experience, including (1) year of supervisory experience
- Crisis intervention and call center experience strongly preferred

Triage/Crisis Line Assistant Program Manager

- Must possess excellent verbal, written and customer service skills
- Must have the ability to multi-task, apply problem-solving skills and seek out information until a solution is implemented
- Demonstrated skills in Triage and Crisis Center work preferred
- Advanced level of MS office suite required

Effect on End Results:

- Outstanding customer service and well-functioning Crisis Services team
- Continual process improvement in providing exceptional quality of care to all program clients
- Excellent management skills as evidenced by open communication, addressing of issues as they arise, ability to meet performance management requirements

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

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