

Title: Lifeline Division Coordinator
Reports To: Assistant Director, Behavioral Health
Program: Behavioral Health, Crisis Services
Status & Salary: Exempt/Full-time/DOE
Date: November 2017

General Function:

This position is responsible for assisting in the overall management and leadership of the Lifeline Division program including training new staff, providing ongoing training and coaching to existing staff, case consultations, and working collaboratively with the Senior Program Manager of Crisis Services, Assistant Director, and Senior Director in continually reviewing policy, procedures, trainings and business practices to ensure efficiencies, exceptional level of customer service and meeting funder contractual obligations. This position also provides after-hours consultation as needed to support program staff in the Lifeline Division 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
- Creating, developing, and updating program trainings, materials, protocols, and procedures collaboratively with the Crisis Services Sr. Program Manager 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 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
- Participate in monthly Lifeline phone conferences and complete Lifeline monthly reports
- Ensure exceptional customer service and effective, efficient program operations
- Work collaboratively with the Crisis Services 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 call 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 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 or Bachelor's degree with equivalent experience
- Registered as a mental health counselor upon hire; 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
- Must possess excellent verbal, written and customer service skills

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- 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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