

POSITION: Senior Program Manager, Triage/Crisis Line

DATE: July 30, 2015
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)
REPORTS TO: Senior Director, Behavioral Health
SALARY: Exempt/DOE

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POSITION DESCRIPTION:

- Perform daily, on-site management of the Triage/Crisis Line program and provide after-hours 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
- Hire and train qualified new staff as needed
- Institute retention and motivational strategies to continually energize existing staff
- Proactively maintain and publish shift schedule to all staff including identifying shift coverage discrepancies
- Work collaboratively with the Senior Director and Director of Operations to ensure programs are 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 Director of Operations to ensure all policies, procedures and business practices are viable and up to date
- Attend various external meetings including county oversight meetings, ICRS meetings and policy/procedural meetings within the counties
- Occasional travel to local meetings and national conferences

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.
- Five (5) years of recent, directly related experience, including (2) years of supervisory 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 Triage and the Crisis Line 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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