

POSITION: Senior Program Manager, Triage/Crisis Line

DATE: October 2016
PROGRAM: Behavioral Health/Triage/Crisis Line
REPORTS TO: Senior Director, Behavioral Health
HOURS & SALARY: Exempt/Full Time/DOE

General Function:

This position is responsible for the overall management and leadership of the Triage/Crisis Line program including supervision of all staff, performance management, hiring and retention, case consultations, and working collaboratively with the Senior Director and Director of Operations in continually reviewing policy, procedures, trainings and business practices to ensure efficiencies, exceptional level of customer service and meeting NS BHO and other appropriate funder contractual obligations. This position will also represent Volunteers of America Western Washington at applicable NS BHO meetings, including county oversight meetings, ICRS meetings, and policy/procedure reviews. This position also provides after-hours consultation as needed to support program staff in the Triage/Crisis Line program.

Principle Duties and Responsibilities:

- 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 Assistant Director to ensure programs are conducted and meeting the requirements of contractual guidelines and other regulations
- Ensure exceptional customer service and effective, efficient program operations
- Conduct team meetings as needed including team building exercises to address any team dynamic issues as they arise
- Work collaboratively with the Assistant Director to ensure all policies, procedures and business practices are viable and up to date
- Institute quality improvement and quality assurance measures including record audits and silent monitoring of calls in order to provide real-time feedback to program staff
- Attend various NS BHO meetings including county oversight meetings, ICRS meetings and policy/procedural meetings within the counties as requested
- 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 Director or Assistant Director

Qualifications:

- Master's degree in behavioral science, counseling or related field
- Agency Affiliated Counselor Registration is required within 30 days of employment, or equivalent, and must remain in active status during employment
- 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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