

## New Position

### Mental Health Association in Orange County, Inc.



#### CRISIS CALL CENTER CLINICAL SHIFT SUPERVISOR JOB POSTING

**I. Title:** Crisis Call Center Clinical Shift Supervisor

**II. Reports to:** Crisis Call Center Program Manager

**III. Job Objectives:**

Under the direction of the Crisis Call Center Program Manager, assist with overseeing the Crisis Call Center Counselors during their assigned shifts.

The Shift Supervisor serves as the primary on-site supervisor for a designated shift and provides direct clinical and administrative supervision to Crisis Call Center Counselors and responsible for the delivery of Text4Teens services.

Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange**.

**IV. Qualifications:**

- Licensed Clinical Social Worker (LCSW), Licensed Master Social Worker (LMSW) **OR** Licensed Mental Health Counselor (LMHC) with commensurate clinical training and experience.
- Copy of NYS license to practice (LMSW or LMHC) and current registration required by date of hire.
- National Provider Identification number preferred; instructions/assistance for securing NPI number will be provided if needed.
- Three years-experience with the practice of assessment and/or psychotherapy, crisis management, intervention.
- Minimum of two years of supervisory experience required.
- Superior supervisory skills as evidenced by being organized, self-motivated, effective time management and can coordinate multiple tasks simultaneously.
- Bilingual Spanish/English preferred.
- Understanding of 1115 Medicaid Waivers and procedures preferred.
- Courteous, empathic, and professional manner

- Ability to work efficiently in a team setting, with collaborative partners and in a high-paced environment.
- Working knowledge of Motivational Interviewing and Strength-Based approaches.
- Knowledge of human service resources, that include, but are not limited to: mental health, substance use, physical disabilities, physical health and developmental disability resources in Orange County, New York.
- Effective written and oral communication skills.
- Ability to maintain professional demeanor when handling crisis and ventilation contacts.
- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Efficiency with information-gathering, problem solving, and conflict-resolution.
- Ability to adapt and be flexible to changes in protocol and program needs.
- Proficiency in Excel and Microsoft Word required.
- Experience with Electronic Health Record Program(s) required (preferably Footholds).
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

**V. *Responsibilities:***

- Provide clinical, administrative, and technical supervision to individuals answering the calls, chats or texts (i.e. bachelor level staff, per diem, and volunteers/interns). Provide coaching where necessary, identify areas of improvement, and make recommendations for remediation in consultation with Crisis Call Center Program Manager.
- Ensure compliance of staff, per diem and volunteers/interns during your shift to ensure program standards, policies, procedures and guidelines are followed.
- Responsible for prioritizing work and delegating tasks to ensure proper coverage of functions. (i.e., assist as part of a team in the overall management of call flow and Text4Teens).
- Answer crisis calls while maintaining clinical service levels.
- Provide "real time" support to Crisis Call Center Counselors experiencing difficulties on calls and handle escalated caller inquiries promptly and professionally when necessary.
- Initiate debriefing sessions with Crisis Call Center Counselors and volunteers/interns after they have taken a difficult call, chat, text or when they need additional support.
- Advocates for relevant resources as well as locating and updating the Crisis Call Center resource directories.
- Collaborate with Program Manager and Crisis Call Center Counselors in de-escalation of caller contacts that warrant supervisory intervention (through coaching of crisis call center counselors and/or contact with caller).
- Complete monthly reports as indicated for quality improvement and operations to Program Manager.
- Assist with training new staff, volunteers/interns and provide on-going supervision/coaching during shift.
- Oversight of the Text 4 Teens services during shift. This may include being responsible to respond to texts during shift.

- Maintain responsibility for meeting service levels and maintaining efficient operations during assigned shift.
- Work with Program Manager to develop and ensure efficient dissemination of all core training requirements, policy and program changes and assist with implementation of new programs.
- Ensures HIPAA laws and MHA confidentiality policies are followed.

**VI. Other Duties:**

- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.
- Duties are subject to change based upon the final design/model of the Orange County Crisis Hotline Call Center.

**VII. Terms of employment/benefits:**

- Non-Exempt.
- Locations: Mental Health Association in Orange County, Inc. in Middletown (73 James P. Kelly Way, Middletown, NY) and Emergency Service Center in Goshen (22 Wells Farm Road, Goshen, NY)
- Hiring for the following shifts – **(Subject to change)** Week days, evenings and weekend hours:
  - 8:15a.m.-4:30p.m.
  - OR**
  - 4:15p.m. to 12:30a.m.
  - OR**
  - 12:15a.m. to 8:30a.m.
- Paid holidays, vacation, personal and sick leave according to MHA policy.
- 40 hours of mandatory introductory Crisis Center training required.

**Please send letter of intent and resume to:**  
**Kelly Czvik**  
**Mental Health Association in Orange County, Inc.**  
**73 James P. Kelly Way**  
**Middletown, NY 10940**  
**or fax to (845) 343-9665**  
**or email to [kczvik@mhaorangeny.com](mailto:kczvik@mhaorangeny.com)**