

REVISED POSTING

Mental Health Association in Orange County, Inc.



CRISIS CALL CENTER PROGRAM MANAGER JOB POSTING

I. Title: Crisis Call Center Program Manager

II. Reports to: Director of Crisis Services

III. Job Objectives:

Under the direction of the Director of Crisis Services, assist with the implementation of and oversee Mental Health Association in Orange County Inc.'s (MHA) Crisis Call Center and ensure the success of this Program.

The Manager serves as the primary, on-site supervisor and provides clinical and administrative supervision to Crisis Call Center Supervisors and when needed Clinical Counselors and Counselors.

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 preferably with Administrative/Supervisory duties.
- Three years-experience with the practice of assessment and/or psychotherapy and minimally two years of supervisory experience required.
OR
- Master's degree in social work, counseling, psychology, community mental health or sociology, with commensurate clinical training and experience preferably with Administrative/Supervisory duties.
- Ten years-experience with crisis services, practice of assessment and/or psychotherapy and minimally ten years of supervisory experience required.
OR
- Bachelor's degree in social work, counseling, psychology, community mental health or sociology, with commensurate clinical training and experience preferably with Administrative/Supervisory duties.
- Fifteen years-experience with crisis services, practice of assessment and/or psychotherapy and minimally ten years of supervisory experience required.
- Copy of NYS license to practice (LCSW, LMHC, LMSW) and current registration required by date of hire.

- National Provider Identification number required by date of hire; instructions/assistance for securing NPI number will be provided if needed.
- 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.
- Strong working knowledge of motivational Interviewing.
- Active listening skills to establish working alliance with callers, all Crisis Call Center staff and community partners.
- Knowledge of human service resources, that include, but are not limited to: mental health, substance use, physical disability, physical health and development disability resources in Orange County, NY.
- Effective written and oral communication skills, including public speaking ability and experience.
- Ability to maintain professional demeanor when handling crisis and ventilation contacts.
- Efficiency with information-gathering, problem solving, and conflict-resolution.
- Ability to work efficiently in a team and independently with minimal direct supervision.
- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Experience with Electronic Health Record Program(s) required.
- SIFI Certified in the Tri-State area.
- Proficiency in Excel and Microsoft Word required.
- Valid NYS 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 ongoing clinical, administrative, and technical supervision to all Call Center supervisors and when necessary, Call Center clinical counselors and counselors; review application of clinical skills, provide coaching where necessary, identify areas of improvement, and make recommendations for remediation in consultation with Human Resources Department.
- Collaborate with Supervisors, Clinical Counselors and Counselors in de-escalation of caller contacts that warrant supervisory intervention.
- Answer crisis calls as necessary to maintain service levels during call volume surges, staffing shortages, and/or when otherwise needed to maintain service levels.
- Ensure Crisis Call Center is covered during office and non-office hours. This includes evenings, weekends, and holidays.
- Provide 24-hour on-call services when scheduled and back up coverage periodically as needed.
- Responsible for the hiring and training of all Call Center staff.
- Screen Call Center volunteer/intern applications and follow up with all requests.
- Coordinate and maintain contact with Call Center volunteers. Train new volunteers/interns and provide on-going supervision/coaching.

- Oversight of the Text4Teens program, including the Text4Teens internship program with Adelphi University.
- Conduct contact call monitoring for quality improvement and training purposes, working directly with Director of Crisis Services.
- Adhere to performance-based management approach utilizing key performance indicators to make data driven evaluations.
- Maintain responsibility for meeting service levels and maintaining efficient operations during each shift.
- Work with program leadership to develop and ensure efficient dissemination of all core training requirements, policy and program changes and assist with implementation of new programs.
- Recommend program design modifications as needed to ensure program supports innovations in mental health.
- Coordinate and manage regular communications with internal and external partners relevant to the program.
- Submits weekly, monthly and/or quarterly reports to Director of Crisis Services, oversees various data trackers and ensures accuracy of these reports.
- Conducts weekly case record reviews to ensure quality service delivery and compliance with program standards regarding appropriateness of documentation.
- Completes introductory period reviews and annual performance reviews/evaluations for supervised staff.
- Advocates for relevant resources as well as oversees Call Center resource directory updates.
- Represent MHA at meetings, as necessary.
- 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 Call Center.

VII. *Terms of employment/benefits:*

- Exempt
- Forty (40) hours per week. Hiring for 9:00am-5:00pm, Monday thru Friday; However, schedule may require irregular work hours due to the nature of operating a 24 hours/7 days a week Crisis Call Center.

- Locations: Emergency Service Center in Goshen (22 Wells Farm Road, Goshen, NY) and Mental Health Association in Orange County, Inc. in Middletown (73 James P. Kelly Way, Middletown, NY).
- Paid holidays, vacation, personal and sick leave according to MHA policy.

Please send letter of intent and resume to:

Human Resources

Mental Health Association in Orange County, Inc.

73 James P. Kelly Way

Middletown, NY 10940

or fax to (845) 343-9665

or email to mharecruiting@mhaorangeny.com