

## Newly Created Position

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



#### CRISIS CALL CENTER PROGRAM MANAGER JOB DESCRIPTION

**I. Title:** Crisis Call Center Program Manager

**II. Reports to:** Managing Director

**III. Job Objectives:**

Under the direction of the Managing Director, 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 counselors and Text4Teens staff.

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

**IV. Qualifications:**

- Licensed Clinical Social Worker (LCSW) with commensurate clinical training and experience preferably with Administrative/Supervisory duties.
- Copy of NYS license to practice (LCSW) 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.
- Three years-experience with the practice of assessment and/or psychotherapy and minimally 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.
- Working knowledge of motivational Interviewing.
- Active listening skills to establish working alliance with clients, crisis counselors and Text4Teens associates.
- 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.
- Experience with Electronic Health Record Program(s) required.

- Proficiency in Excel and Microsoft Word required.
- 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.
- 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 direct reports; review application of clinical skills, provide coaching where necessary, identify areas of improvement, and make recommendations for remediation in consultation with Training department.
- Ensure compliance of direct reports with clinical training and supervision requirements.
- Ensure Crisis Call Center is covered during office and non-office hours. This includes evenings, weekends and holidays.
- Responsible for the hiring and training of all Clinical Shift Supervisors and Crisis Call Counselors.
- Screen Call Center volunteer/intern applications and follow up with all requests.
- Coordinate and maintain contact with Helpline volunteers. Train new volunteers/interns and provide on-going supervision/coaching.
- Oversight of the Text 4 Teens programs. This would include the supervision of the Text 4 Teens Associates.
- Conduct contact call monitoring for quality improvement and training purposes; work directly with Managing Director.
- Collaborate with Team Leads and Crisis Counselors in de-escalation of client contacts that warrant supervisory intervention (through coaching of crisis counselor and/or contact with client).
- 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.
- Answer crisis calls as necessary to maintain service levels during call volume surges, staffing shortages, and/or when otherwise needed to maintain service levels.
- 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.
- Complete monthly reports as indicated for quality improvement and operations.

- Coordinate and manage regular communications with internal and external partners relevant to program if applicable.
- Recommend program design modifications as needed to ensure program supports innovations in mental health.
- Submits monthly roster, matrix reports and schedules to Managing Director and ensure 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 locating and updating the call center resource directories.
- Ensures HIPAA laws and MHA confidentiality policies are followed.
- Provide 24-hour on-call services when scheduled and back up coverage periodically as needed.
- Represent MHA at meetings as necessary.

**VI. Other Duties:**

- In the spirit of teamwork, answer MHA's main office phone as needed.
- Participate in MHA's committees as needed.
- 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 Behavioral Health Crisis Call Center.

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

- Exempt.
- Forty (40) hours per week (may include evenings and weekends due to the nature of operating 24 hours/7 days a week Crisis Call Center).
- Paid holidays, vacation, personal and sick leave according to MHA policy.

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