

## Mental Health Association in Orange County, Inc.



### GRANT FUNDED

## PROJECT HOPE PROGRAM SUPERVISOR– TEMPORARY/REMOTE JOB POSTING

**I. Title:** Project Hope Program Supervisor

**II. Reports to:** Project Hope Program Manager

**III. Job Objectives:**

Under the direction of the Project Hope Program Manager, the Project Hope Program Supervisor will oversee the crisis counselors.

Project Hope is a FEMA (Federal Emergency Management Agency) grant funded Crisis Counseling Program (CCP) designed to provide emotional support and assistance to individuals adversely affected by the COVID-19 pandemic. This is an ideal position for individuals who are interested in helping others who have been impacted by COVID-19 and making a contribution to their community. The Project Hope Program Supervisor will provide basic support, individual and group crisis counseling, public education, and referrals to callers. The Project Hope Project Supervisor will supervise and coach crisis counselors on providing comprehensive mental health care, assessments, crisis intervention and treatment planning.

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

**IV. Qualifications:**

- Master's Degree in Social Work or advanced degree in Social Work or related Human Services field, required.
- Minimum three years' experience working with individuals with mental health, substance use disorder and/or developmental disabilities and a minimum of two years of management/supervisory experience, preferred.
- Bilingual Spanish/English preferred.
- Two years-experience with the practice of assessment and/or psychotherapy, crisis management, and intervention.
- Working knowledge of Trauma-Informed Care and Cultural Competency required.

- Superior supervisory skills as evidenced by being organized, self-motivated, effective time management and can coordinate multiple tasks simultaneously.
- Courteous, empathic, and professional manner.
- Ability to work efficiently in a team setting, with collaborative partners.
- Ability to work independently.
- Understand the importance of maintaining confidentiality.
- 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.
- 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.
- Knowledge of data base management
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Valid copies of personal auto-insurance, car inspection and registration required.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

**V. Responsibilities:**

- Leads a team of crisis counselors in the field.
- Maintains daily supervisory oversight of crises counselors; trains; debriefs; and coordinates the activities of crisis counselors in the field.
- Accountable for each staff members quantity and quality of work as defined by the funding agency.
- Provides coordination and oversight of the crisis counselors plans of service.
- Coordinate data collection activities and reviews data from submissions for accuracy.
- If the program is using the mobile application, the Program Supervisor reviews and accepts or rejects forms submitted through the mobile application.
- May help to assess people who require traditional mental health or substance use treatment.
- Perform crisis counseling with callers and/or outreach as needed.
- Ensures that all direct reports adhere to agency guidelines and protocols.
- Provides support and feedback on scheduling, consumer file management, statistical record keeping and reporting of direct reports.
- Completes all reporting and record keeping within required timeframes.
- May represent MHA by attending program or agency specific meetings.
- Coordinates team meetings and staff trainings as required.

- Intervenes as necessary with staff and program participant matters.
- Coordinate with providers, depending on the size and scope of the crisis.
- Ensures HIPAA laws and MHA confidentiality policies are followed.
- Must adhere to MHA's Remote Work and Data Security Policies and Procedures.

**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. More importantly, duties are subject to change based upon the final design/model of Project Hope.

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

- Full time, Exempt, Temporary.
- Locations: Mental Health Association in Orange County, Inc. in Middletown (73 James P. Kelly Way, Middletown, NY), In-person Outreach and some REMOTE work.
- Temporary position with funding through 6/16/2021 (subject to change).
- Shift as follows: Monday-Friday 12:00pm-8:00pm (subject to change to meet the needs of the project).
- Mandatory Project Hope training is required.
- Not eligible to apply for internal MHA positions until timeline of contract is completed.

**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](mailto:mharecruiting@mhaorangeny.com)**

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