CRISIS CLINIC
JOB DESCRIPTION

POSITION TITLE: Recovery & Crisis Text Manager

POSITION REPORTS TO: Director of Crisis Services

SUPERVISORY RESPONSIBILITIES, IF ANY: Recovery Help Line Specialists, Crisis Text Specialists, Recovery Interns, Recovery & Crisis Text Volunteers

POSITION SUMMARY: The Recovery and Crisis Text Manager is responsible for content development and daily operations of the 24/7 statewide Recovery Help Line and Crisis Text programs. This position brings clinical expertise in the areas of substance abuse, problem gambling, mental health, and crisis intervention. Responsibilities include hiring, training and supervising Recovery and Crisis Text staff, volunteers and chemical dependency interns. The Manager will oversee the delivery of services via phone, e-mail, website and text; and will assure that callers and text visitors receive appropriate crisis intervention, emotional support, and referrals to prevention and treatment services. The Manager is responsible for 1) assuring the Recovery Help Line and Crisis Text Line meets all contractual requirements; 2) marketing the Statewide Recovery Help Line including outreach to certified substance abuse and mental health treatment providers, 3) representing the Recovery Help Line and Crisis Text Line Program, and Crisis Clinic, in a professional manner, 4) and responding to media on issues related to The Recovery Help Line and Crisis Text Line. The Manager will also assure maintenance of a website for counselors seeking Washington State certification, and for posting counselor job openings and resumes as well as maintain online educational publications and links to more resources.

QUALIFICATIONS AND EXPERIENCE NEEDED:
➢ Masters degree in counseling, psychology, social work or social sciences and three years supervised experience working with chronically and acutely mentally ill individuals and addictions.
➢ Mental Health Professional and Chemical Dependency Professional qualifications required.
➢ Experience working with youth in crisis.
➢ Prefer experience working in public/private mental health and addictions treatment systems; working with individuals with co-occurring disorders.
➢ Two years of program supervisory/management experience. Telephone assessment or help line experience preferred.
➢ Experience working with on line communication and social media.
➢ Excellent verbal, written, and typing skills. Able to effectively represent the program to media requests and to build relationships statewide to publicize the program. Experience providing training.
➢ Evidence of ability to work effectively with a team of clinical staff and volunteers in a fast paced environment.

Crisis Clinic is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.
JOB DESCRIPTION

RECOVERY HELP LINE & CRISIS TEXT LINE PROGRAM MANAGEMENT

1. Maintains positive productive working relationships and coordinates operations with funding/contracting agencies and community providers.

2. Ensures contract compliance including: providing consistent quality assurance, monitoring Recovery Help Line and Crisis Text Line operations and ensuring timely, appropriate call and texting response. Develops, maintains and updates written policies and procedures.

3. Participates in community based advocacy events to promote Recovery Help Line services including: state sponsored conferences and other community events as approved by the Director of Crisis Services.

4. Maintains the in-depth knowledge of Recovery Help Line Specialists functions in order to be able to carry out those responsibilities in case of absence/vacancy.

5. Maintains the in-depth knowledge of Crisis Text Specialists functions in order to be able to carry out those responsibilities in case of absence/vacancy.

6. Supervises the Recovery Help Line Specialists and Crisis Text Specialists, conducts performance evaluations and arranges for training and professional support. Participates in interviewing and screening candidates for these positions with a recommendation to the Director of Crisis Services.

7. Provide quality assurance oversight to the Recovery Help Line and Crisis Text Line, which will include close monitoring and coaching of all Recovery Help Line Specialists, assigning and reviewing tasks.

8. Provides on-going supervision of Recovery Help Specialists and Crisis Text Line. Arranges quarterly staff meetings to address issues and arranges training and professional development opportunities.

9. Works with the Director and Manager of Crisis Services to ensure efficient and effective integration with other Crisis Services Department programs.

PHONE ROOM STAFF SUPERVISION

1. Responsible for supervision of Recovery Help Line Specialists, Crisis Text Specialists, Recovery Interns, Recovery & Crisis Text Volunteers to include close monitoring and coaching.

2. Provides collaborative support to the Crisis Supervisor and Crisis Line Phone Workers as needed around Recovery Help Line calls that roll to the Crisis Line.

3. Provides collaborative support to the Crisis Supervisor and Crisis Line Phone Workers as needed around Crisis Text Line as needed.

5. Ensures that all policies and procedures are followed by phone room staff.
6. Ensures that phone room atmosphere is consistent with delivery of compassionate, respectful and professional services

CALLER MANAGEMENT
1. Responsible for handling of Recovery Line calls and Crisis Text Line conversations, assessing for risk of harm, addictions, mental illness and ensuring that best clinical intervention practices are implemented.
2. Provide appropriate state-wide treatment referral to Recovery Help Line callers.
4. Assists phone workers in identification of callers who are known to the Recovery Help Line and may have case plans on file.
5. Ensures that all calls and text conversations are documented accurately and completely.

COMMUNITY LINKAGES TO OTHERS SERVICES
1. Provides professional consultation to Professional or other Agencies regarding access to the chemical dependency or mental health system, crisis intervention, suicide intervention and other related treatment topics as needed.
2. Ensures that all activities are documented accurately and completely.

TRAINING AND PROFESSIONAL DEVELOPMENT
1. Prepares and delivers training to volunteers and in the community as negotiated with the Director of Crisis Services and Volunteer Services Manager.
2. Maintains required registration and keeps updated on current professional literature and trends in the mental health and chemical dependency field.
3. Maintain a minimum of 12 hours of training per FTE on approved topics relevant to the job function.
4. Attends crisis services staff meeting.

QUANTITY AND QUALITY OF WORK/WORK HABITS
1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Follows personnel policies and procedures.
3. Written and verbal communication is clear, concise, accurate and thorough.
4. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
5. Makes appropriate use of supervisor.
6. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.

7. Suggests solutions to identified problems.

Signed _______________________________ Date _____________

Supervisor Signature ___________________________ Date _____________