

Hotline Services Program Manager

HelpLine is seeking a licensed professional to oversee the daily functions of the 24/7 hotline and texting services. The Hotline Services Program Manager will supervise a team consisting of 3 team leads and over 10 hotline specialists and volunteers whom respond to consumers seeking emotional support, suicide prevention and safety planning as well as information and referral to available resources across multiple counties. The position functions as a member of a multidisciplinary team.

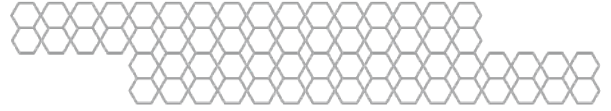
This position reports to the Hotline/I&R Director.

REQUIREMENTS

- + Bachelor's in social work, psychology, or other helping profession
- + A minimum of 3 years experience in mental health/recovery services *OR* crisis/I&R hotline
- + LSW or LPC minimum licensure
- + Ability to work independently and to communicate well both verbally and in writing.
- + Must be able to type a minimum of 40 words per minute and demonstrate proficiency with Microsoft Office Suite, Google Docs/Sheets, Google Chrome and web based chat/messenger features.
- + Excellence in ability to set priorities and focus on critical tasks
- + Strong supervisory and mentoring skills
- + Must have the ability to successfully lead a team with staff at multiple sites and working over 24 hours.
- + Flexibility and willingness to work a non-traditional schedule and be available on-call
- + Successful completion of Hotline Training Program

PREFERRED

- + Master's degree in social work or related field
- + Reporting and technical skills



WHY WORK FOR HelpLine?

- + Full time with competitive salary and benefits
- + Stable funding in an organization with close to 50 years serving the community
- + Opportunity for mentoring and LISW-S supervision
- + HelpLine values diversity, inclusion and strives for a healthy work/life balance
- + Mileage benefit for all work-related travel
- + Competitive benefits package including health, vision, dental, long term disability, compensatory time
- + Simple IRA Retirement automatic 2% from agency annually, no employee match required

HOW TO APPLY

At HelpLine, we ask that you submit a cover letter along with your resume. It truly is not just a useless exercise for us – we believe your resume only tells part of the story. It cannot reflect the depth of your knowledge, experience, passion, and values. We want to know what you feel you can bring to this position, why you are in this field, and what is important to you. Please submit the cover letter and resume to Jodi Peterson at jpeterson@helplinedelmor.org and Tiana Purvis at tpurvis@helplinedelmor.org by Feb. 28, 2018 HelpLine is an Equal Opportunity Employer/Provider.

ABOUT HelpLine

Founded in 1970, HelpLine of Delaware and Morrow Counties, Inc. (HelpLine) is the local, toll-free crisis support and, information and referral hotline and texting service, rape crisis center, in addition to other services. Committed to empowering people through knowledge and resources across the North Central region of Ohio including communities in Delaware, Morrow, Crawford, Wyandot, Shelby, Union and Logan Counties. A growing and innovative non-profit, HelpLine is a bridge, connecting those in need to the resources, services and advocacy they seek.

HelpLine is a contract provider of the Delaware-Morrow Mental Health and Recovery Services Board and partially funded by SourcePoint, the Ohio Attorney General's Crime Victims' office, Office of Criminal Justice Services, Ohio Department of Health & local grants & donations. A United Way Agency, HelpLine is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems and certified by the Ohio Department of Mental Health and Addiction Services.