

Director of Crisis/I&R (Information & Referral) Services

HelpLine is seeking an energetic, experienced social service professional to lead a crisis/211 center program that operates 24/7. A stable program with a rich history, HelpLine is celebrating its 50th year serving the community and is committed to being inclusive, collaborative, innovative, trauma informed, and client centered. This position oversees a department serving consumers in need of mental health & recovery support, sexual assault advocacy, and other issues as well as linkage to a broad range of community resources via 24/7 telephone and texting services. Serves as part of an agency leadership team and supervises manager/team leads who directly oversee staff responding to and following up with consumers seeking emotional support, suicide prevention and mental health safety planning, a sexual assault/victim services component, information and referral to available resources across multiple counties, and a suicide crisis follow up program.

This position reports to the HelpLine Associate Director.

REQUIREMENTS

- + Bachelor's in social work or related field. Master's preferred. LSW or LPC minimum licensure, LISW-S/LPCC preferred
- + A minimum of 10 years experience in mental health/recovery services *OR* crisis/I&R hotline; at least 5 of those in a supervisory capacity
- + Demonstrated ability to build/work effectively with teams including creativity around supporting staff working 24/7 and various shifts.
- + Strong value system and experience around promoting inclusion, diversity, addressing health disparities, using a trauma informed approach
- + 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 comfort level with technology
- + Ability to think strategically and develop measurable program outcomes
- + Strong supervisory, mentoring, and coaching skills
- + Flexibility and willingness to work a non-traditional schedule and be available on-call
- + Successful completion of Hotline Training Program; willingness to provide back up periodically if needed. Be part of an on-call rotation
- + Demonstrated ability to work collaboratively internally with other departments and externally with community partners

WHY WORK FOR HelpLine?

- + Full time with competitive salary and benefits
- + Health Insurance 100% coverage of single premium
- + Stable funding in an organization with 50 years serving the community
- + Opportunity for mentoring and LISW-S supervision
- + HelpLine places a high priority on 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. We believe your resume only tells part of the story. We want to understand 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 Susan Hanson at shanson@helplinedelmor.org and Richard Steele, rsteale@helplinedelmor.org. 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.