

Call Center / Crisis Hotline Services Program Manager

Stable and innovative non-profit seeking an exemplary manager to lead skilled crisis intervention specialists serving persons in need via 24/7 hotline and texting services. The Hotline Services Program Manager supervises a team of over 10 full and part time professional hotline specialists who respond to callers/texters seeking emotional support for a variety of life issues including suicide prevention and safety planning as well as information and referral to available resources across multiple counties. Strong supervisory, mentoring, and team building skills are a must. A successful candidate must have flexibility and willingness to work outside of a 9-5 at times and be available for shared on-call responsibilities. Position is full time, 40 hours per week and offers competitive salary and benefits.

This position reports to the Crisis Services Director

REQUIREMENTS

- + Bachelor's in social work, psychology, or other helping profession preferred. If degree in a different area, experience in social services/helping area.
- + A minimum of 3 – 5 years experience in mental health/recovery services *OR* crisis/I&R hotline
- + 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, be organized, meet deadlines
- + Demonstrated strong management, supervisory, leadership, training, and mentoring skills
- + Must have the ability to successfully lead a team with staff at multiple sites and working over 24 hours
- + High comfort level with learning and developing competency in new technology e.g. specialized software including documentation, reporting, and analysis
- + Flexibility and willingness to work a non-traditional schedule and be available on-call
- + Successful completion of Hotline Training Program
- + Must pass a Background Check.
- + Commitment to ensuring culturally competent and equitable service access

PREFERRED

- + LSW or LPC licensure
- + Call Center Experience
- + Understanding of outcomes evaluation and results driven service provision

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 Susan Hanson, shanson@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, Logan, and Miami 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.