

CRISIS CONTACT CENTER MANAGER

HelpLine of Delaware and Morrow Counties, Inc., a non-profit social service agency is seeking a full-time mid-level management-experienced Crisis Contact Center Manager. HelpLine operates a 211/988 Crisis Contact Center 24/7 – Telephone and Textline Service. This position reports to the Crisis Services Director. HelpLine is a financially stable, longstanding (50+ years) and growing non-profit providing a broad spectrum of consumer-focused social services to 8 county areas. We welcome your consideration to become a part of a service that started at a grassroots level and is seen as the community's go-to for support and empowering change.

This is a unique career opportunity offering the leadership role in implementing the recently launched 988 3-digit dialing to increase reach to those experiencing emotional distress or having suicidal thoughts. As a skilled and experienced professional, the Crisis Contact Center Manager will directly supervise/manage a team working multiple shifts, including remotely, of trained crisis and resource specialists providing 24/7 telephone and texting support services.

REQUIRED QUALIFICATIONS

- Bachelor's in social work, psychology, or other related helping professions. If degree in unrelated field, work experience in social services/helping area is a must.
- Minimum 5 years experience in social services (mental health/recovery services OR crisis/I&R hotline) if degree in related field. If degree in unrelated field minimum of 8 years of work experience.
- Minimum of 5 years experience directly managing/supervising programs, individuals and teams (recruitment, hiring, evaluating, developing, coaching, mentoring, etc.).
- Successful completion of Hotline Training Program
- Flexibility and willingness to work a non-traditional schedule and available on-call
- Must be able to type minimum of 40 words per minute and demonstrate proficiency with Microsoft Office Suite, Google docs/Sheets, Google Chrome and web-based chat/messenger features.
- High competency in learning and becoming proficient in new/different technology
- Excellence in ability to set priorities and focus on critical tasks, be organized, meet deadlines
- Ability to work independently and to communicate well both orally and written
- Commitment to ensuring culturally competent and equitable service access

Although not required the following skills and abilities are highly desirable:

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

WHY WORK FOR HelpLine?

- HelpLine values diversity, flexibility, inclusion and strive for a healthy work/life balance with an emphasis on self-care
- Full-time exempt position with competitive salary with personal growth and professional development opportunities
- Competitive total benefits package including 100% Employee health, life, dental and Long Term Disability premium coverage; Simple Individual Retirement Account (IRA) - annual 2% HelpLine contribution, no match requirement and vested immediately. Voluntary life insurance and other optional benefits are available.
- Earned compensatory time
- Mileage benefit for all work-related travel
- Potential for hybrid work

HOW TO APPLY

For full consideration, please submit a cover letter and resume to Jessica Cimino, Crisis Services Director at jcimino@helplinedelmor.org. Applications will be accepted until the position is filled.

ABOUT US

As the community's only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing suicide and depression, sexual assault, child sexual abuse and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge

to get community members to support education and volunteer opportunities they're looking for. For more information, visit helplinedelmar.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, age, sexual orientation, gender identity, disability status, veteran/military status or any other characteristic protected by federal, state or local laws.