

# Crisis Engagement Coordination Program Manager

Are you a dedicated leader with a heart for mental health and a drive to make meaningful change? HelpLine is seeking a Program Manager to lead our Crisis Engagement Coordinator (CEC) Program. Crisis Engagement Coordination is an essential component of the crisis response in Delaware and Morrow counties, connecting skilled, licensed professionals to individuals in crisis or directly after a crisis event.

CEC was established in 2018 as a program to provide a short-term bridge to support individuals during their most vulnerable mental health crisis events, decrease treatment dropout rates, alleviate strain on law enforcement and emergency services, and increase awareness and access to community support. Participants are referred by law enforcement, hospitals, local social service agencies, and Helpline's Hotline. Participation is voluntary and at no cost for the participants. Participants receive individualized support, resources, referrals, and assessment for safety risks, such as suicidal and homicidal risks, tailored to their specific crisis event and personal needs and goals. Caring Contacts (outgoing communication in the form of calls and texts to participants) and the frequency of those contacts are tailored to the acuity and particular needs of each individual until they are well connected with their next stage in treatment. Coordination with designated community agency representatives is another essential role of the CEC team, ensuring trauma-informed care and reducing barriers to care entry for program participants.

If you're ready to lead a program where your vision, compassion, and clinical expertise can make a lasting impact on the lives of individuals and the well-being of our community, we would love to meet you.

## RESPONSIBILITIES

- + Program Leadership & Operations Management (25%)
- + Supervision & Staff Development (20%)
- + Clinical Oversight & Service Quality (20%)
- + Program Monitoring, Evaluation & Reporting (15%)
- + Interagency & Internal Collaboration (10%)
- + Documentation & Administrative Oversight (5%)
- + Community Engagement & Outreach (3%)
- + Professional Development & Organizational Participation (2%)

## REQUIRED QUALIFICATIONS

- + Active licensure (LSW, LPC, LCDC III, or equivalent) and in good standing with the Ohio CSWMFT Board.
- + Minimum of seven (7) years of experience in mental health, crisis intervention, recovery services, or similar fields if holding an associate's degree; Minimum of five (5) years of experience if holding a bachelor's degree; Minimum of three (3) years of experience if holding a master's degree or higher.
- + Three (3) to five (5) years supervisory or leadership experience.
- + Strong interpersonal, problem-solving, and organizational skills.
- + Proficient in the use of data management systems.



**HelpLine**

*The community's go-to for supporting and empowering change.*

## WHY WORK FOR HELPLINE

HelpLine is a financially stable, longstanding (50+ years) non-profit providing a broad spectrum of social services to eight counties. We are committed to living our values and investing in our people. This means our benefits reflect equitable wages, culture of self-care, inclusive practices and access to growth opportunities:

- + Full-time exempt position with competitive salary with personal growth and professional development opportunities.
  - o The salary range for this position is \$52,000-\$62,400 per hour.
- + Outstanding total rewards package, which includes but not limited to:
  - o 100% employer paid employee health, life, dental and Long-Term Disability (LTD) premium coverage.
  - o Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
  - o Voluntary life insurance and other optional benefits are available.
  - o Employee assistance program.
- + Earned vacation, sick and compensatory time, holidays (12) and wellness days (4).
- + Mileage reimbursement for all work-related travel.

## HOW TO APPLY

For full consideration, please submit a cover letter, resume and three (3) professional references to Jessica Cimino at [jcimino@helplinedelmor.org](mailto:jcimino@helplinedelmor.org). Applications will be accepted until September 5, 2025.

## 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 the support, education and volunteer opportunities they're looking for. For more information, visit [helplinedelmor.org](http://helplinedelmor.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, sex, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.