Title:	Program Manager, Greater Columbia Regional Crisis Line
Reports To:	Clinical Director, Behavioral Health
Program:	Behavioral Health, Crisis Services
Status:	Exempt/Full-time
Date of Description:	July 6, 2022
Remote Option:	Yes

General Function:

This position is responsible for the overall management and leadership of the Greater Columbia Regional Crisis Line (GCRCL) program including supervision of all staff, performance management, hiring and retention, case consultations, and working collaboratively with the Clinical Director and Operations Director in continually reviewing policy, procedures, training and business practices to ensure efficiencies, exceptional level of customer service and meeting funder contractual obligations. This position represents Volunteers of America Western Washington at applicable Greater Columbia BH-ASO meetings and provides after-hours consultation as needed to support program staff.

Principal Duties and Responsibilities:
- Perform daily, on-site management of the GCRCL program and provide after-hours consultation as needed to support staff
- Responsible for all performance management requirements for program staff including monitoring of performance, providing real-time feedback, scheduled 1:1's, conducting annual performance reviews and initiating corrective action plans as needs
- Hire and train qualified new staff as needed
- Institute retention and motivational strategies to continually energize existing staff
- Work collaboratively with the senior management team to ensure programing meets the requirements of contractual guidelines and other regulations
- Ensure exceptional customer service and effective, efficient operations
- Conduct team meetings as needed including team building exercises to address any team dynamic issues as they arise
- Participate in quality improvement and quality assurance measures including documentation audits and monitoring of calls in order to provide feedback to staff
- Represent Volunteers of America at community and provider meetings in Southeastern Washington
- Be an active, contributing, positive member of the management team
- Occasional travel to local meetings and national conferences
- Actively participate in any audit and accreditation activities
- Other projects as assigned by the Clinical Director

Qualifications:
- Master's degree in behavioral science, human services, counseling, or related field
- Must qualify to be a Mental Health Professional in accordance with WAC 246-341-0200. Washington State licensure preferred
- Five (5) years of recent, related experience, including (2) years of supervisory experience
- Crisis intervention and call center experience strongly preferred
- Must possess excellent verbal, written and customer service skills, people skills and communication skills
- Must have the ability to multi-task, apply problem-solving skills and seek out information until a solution is implemented

- Skilled in collaborative and open communication, ability to address issues as they arise, and knowledge of trauma informed practices
- Advanced level of MS office suite required

Effect on End Results:
- Outstanding customer service and well-functioning team
- Continual process improvement in providing exceptional quality of care to all program clients
- Excellent management of the program as evidenced by staff retention and satisfaction, positive feedback from the community regarding services, and compliance with contractual KPIs

Acknowledgement:
I have read and understand this job description, its principal activities and end results. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America or myself, with or without notice for any reason not expressly prohibited by law.

Signature: _____ Date: _____
      Employee

_____
Printed Name