



Job Description

Job Title: 988 Operations Manager

Responsible to: 988 Director

Responsibilities: The 988 Operations Manager leads and supports a team of 988 Crisis Counselors providing evidence-informed crisis intervention, brief supportive counseling, suicide prevention, information & referral, and follow-up services to individuals who contact the Helpline Center in emotional distress, with substance use issues, or with suicidal ideation. The 988 Operations Manager is responsible for ensuring that quality service is provided by the counselors through supervision, scheduling, monitoring, training, and coaching. The position provides an opportunity to employ a wide range of clinical skills, and knowledge of the expanding field of behavioral health.

Job Requirements:

- Master's Degree in counseling, social work, psychology or related field required
- Additional experience working in mental health counseling or mental health crisis strongly preferred.
- Applicants must be comfortable working independently and as part of a team in a collegial group environment.
- Supervision experience a plus
- Strong oral and written language skills
- Working knowledge of computers and software programs, proficient keyboarding skills
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate assistance to persons in need
- Detail oriented and organized
- Ability to effectively deal with complex issues
- Flexibility and ability to manage in a fast-paced environment

Specific Responsibilities:

A. Provide day-to-day supervision and communication to the 988 staff

1. Lead the coordination of staff scheduling to ensure appropriate coverage 24/7 for the 988 program and assist with direct coverage, as appropriate and necessary.
2. Work with the 988 Director to evaluate staff through monitoring calls/call recordings/text/chats/contact reports to ensure consistent quality service delivery and accuracy.
 - a) Create and maintain a high-quality work environment so staff are motivated to perform at their highest level.
 - b) Assess quality standards for calls/call recordings/call reports and review to ensure those standards meet AAS, 988 requirements and Helpline Center Policy & Procedures.
 - c) Ensure accountability for quality through standard assessment

3. Provide direction and ongoing communication to the 988 Team Lead for staff communication and support.
4. Be a mentor, coach, and leader to 988 staff
 - a) Coach staff to meet 988 standards through positive feedback, encouragement and work plans.
 - b) Be available to staff to provide guidance and support.
 - c) Be available to employees, understand their needs and work towards a solution.
 - d) Demonstrate leadership through example.
 - e) Provide resources/training to allow an employee to grow professionally.
 - f) Utilize monthly staff meetings/in-service staff meetings for training and staff development.
 - g) Coordinate and assist in planning staff meetings and additional trainings as needed.
5. Lead 988 text/chat processes
 - a) Take leadership in refining procedures for responding to 988 text and chats.
6. Enforce all work rules, disciplinary actions and employment practices including those related to equal opportunity employment. When required recommend termination agency leadership.
7. Create and conduct annual performance reviews of supervised 988 staff.

B. Respond to 988 calls/texts/chats

1. Provide evidence-informed brief supportive counseling, crisis intervention and suicide prevention support to callers and/or chat/text visitors who are in emotional distress
2. Conduct assessments in accordance to program policies & procedures
3. Utilize resource referral database to provide information and referral assistance to callers seeking mental health and substance abuse services
4. Provide follow-up contacts to callers/texters/chatters to support client's continued care
5. Manage interactions to ensure appropriate level of support is provided in efficient manner
6. Accurately and efficiently document client interactions
7. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.

C. Maintain awareness of Helpline Center resources and programs

1. Attend all scheduled staff meetings, and in-service meetings.
2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and national directories during each shift worked.

D. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programs.
3. Participate in the agency, demonstrate team participation and a workplace philosophy that enriches staff's ability to reach goals and provide high level of customer service.

E. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Exempt, day/evening/weekend hours or as required, may include coverage of holidays and on-call.

Updated: May 2023