



Job Description

Job Title: Clinical Director (988 Director)
Responsible to: Vice President of Program Development
Responsibilities: The Clinical Director is responsible for the clinical oversight and direction of the 988 call center along with directing suicide prevention education, outreach, advocacy and suicide grief support services. The Clinical Director is responsible for the management of the clinical services programs and serves on the management team of the Helpline Center. They provide vision and leadership to ensure quality service provision and coordination of services

- A. Provide clinical direction and oversee the development, implementation, supervision, and operations of the 988 program.**
1. Provide clinical direction for the agency, specifically with regards to suicide and behavioral health issues, ensuring the highest quality interaction and clinical care for callers and those being served by the Helpline Center.
 2. Ensure that National Suicide Prevention Lifeline (988) and American Association of Suicidology accreditation and standards are met through policies and procedures.
 3. Provide oversight of 988 contract and ensure quality service is provided.
 4. Work with connection center staff to ensure that callers/texters/chaters are appropriately handled.
 5. Manage the processes (assessment, training, oversight) of all behavioral health and suicide contacts.
 6. Engage with community crisis partners across the state to ensure 988 is effectively serving the crisis response continuum.
- B. Provide clinical direction and oversee the development, implementation, supervision and operation for suicide prevention outreach and education.**
1. Oversee all suicide services provided by the Helpline Center, including 988, community trainings, grief support services and suicide awareness. Ensures services meet community needs and agency/services are strategically positioned for growth and service delivery. Continuously assesses the services in context with needs of the community. Makes recommendations to the VP of Program Development toward improving current services and establishing new initiatives
 2. Provide direction for training on behavioral health issues and suicide prevention to agency staff.
 3. Serve as agency resource to the media regarding suicide and suicide prevention.
 4. Provide leadership to the contracts the agency has with the State of South Dakota for suicide prevention and behavioral health issues.

5. Serve as part of the Helpline Center team for suicide prevention taskforces.
6. Serve as community resource for Helpline services. Community involvement enhances the growth and reputation of services.

C. Provide staff management

1. Oversee staff management, including hiring, training, scheduling, supervising and evaluation of employee performance. When required, institute disciplinary action and recommend termination to administration.
2. Provide support and guidance to staff. Foster a positive working relationship with the staff and agency.
3. Ensure staff communication is open and consistent
4. Oversee staff adherence to policies and procedures and that competencies are maintained and exceeded.
5. Provide direct coverage as required/needed and participates in on-call rotation
6. Ensure that processes are in place, along with support as needed, for debriefing and supporting staff.

D. Provide reporting and assist with financial management and promotion of suicide prevention.

1. Interact closely with agency leadership to facilitate agency-wide cooperation, coordination and communication.
2. Assist with financial management of programs.
3. Assist with promotion and marketing of suicide prevention services.
4. Submit required reports and communication documents as needed.

E. Respond to Connections Center calls, texts and chats

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers/texters/chatters following policies and procedures.
3. Complete suicide and community assessment follow-ups according to procedure.

F. Professionalism

1. Support and carry out the mission of the agency
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
4. Develop professional and personal growth through opportunities and involvement.

G. Additional Duties

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

Qualifications:

- Master's Degree in Social Work, Psychology, Counseling or related field
- 5 – 8 years of administrative supervisory experience
- 5 years of clinical experience providing behavioral health services

- Experience and knowledge of direct behavioral health services, including assessment, treatment, and crisis continuum of care.
- Knowledge of, and ability to, apply counseling and diagnostic theories and techniques to a full range of diverse client populations as well as co-occurring disorders
- Demonstrated experience with handling crisis and suicide situations
- Knowledge of suicide research
- Program development, data, and performance management experience
- Passion for mission and philosophy of the Helpline Center
- Ability to build strong teams to meet performance goals
- Excellent oral and written communication skills
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and data management environments

Hours: Exempt Full time position. Office Hours, 8am – 5pm or as required.

Updated on: November 2021

Employee Signature

Date

Supervisor Signature

Date

Interested candidates may submit a cover letter and resume to janet@helplinecenter.org.