



Job Description

Job Title: Connections Center Supervisor

Responsible to: Connections Center Manager

Responsibilities:

The Connections Center Supervisor is responsible for ensuring that quality service is provided by the Connections Center staff through supervision, scheduling, monitoring, training, and coaching.

Job Requirements:

- Ability to effectively lead, motivate, and train others
- Bachelor's degree in a human service or related field
- Demonstrated interest/skills in human services
- Strong oral and written English 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 help and assistance to persons in need
- Ability to effectively manage complex assignments and balance multiple priorities.
- Ability to establish and maintain effective working and supervisory relationships with program staff and service providers

Specific Responsibilities:

A. Provide day-to-day supervision and communication to the Connections Center staff

1. Assist with the interviewing, hiring and initial training for Connections Center staff
2. Assist with the coordination of staff scheduling to ensure appropriate coverage for the Connections Center and assist with direct coverage, as appropriate and necessary.
3. Maintain continuous communication between contacts (internal and external) such as changes/updates (contracts and database agencies), Helpline Center events, community events, immediate news releases etc. to Connections Center staff.
4. Develop and implement training for the Connections Center staff.
 - a) Assess training needs of program staff and develop appropriate training opportunities.
 - b) Provide resources/training to allow an employee to grow professionally.
 - c) Utilize monthly staff meetings/in-service staff meetings for training and staff development.
 - d) Coordinate and assist in planning monthly staff meetings and additional trainings.
5. Work with the Connections Center Manager to evaluate staff through monitoring calls/call recordings/call 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 AIRS, AAS requirements and HL Center Policy & Procedures.
 - c) Ensure accountability for quality through standard assessment
6. Be a mentor, coach, and leader to Connections Center staff
 - a) Coach staff to meet Connections Center standards through positive feedback, encouragement and work plans.
 - b) Be available to employees, understand their needs and work towards a solution.
 - c) Demonstrate leadership through example.
 7. Enforce all work rules, disciplinary actions and employment practices including those related to equal opportunity employment. When required recommends termination to the Connections Center Manager and President.
 8. Create and conduct annual performance reviews of part time Connections Center staff under the direction of the Connections Center Manager.
 9. Recruit, train, and supervise volunteers as needed for projects identified by the Connections Center Manager.

B. Additional responsibilities with administration of the Connections Center

1. Assist in the accreditation process for AIRS and AAS.
2. Assist with promotion and awareness of the Connections Center.
3. Provide recommendations regarding policy or procedural revision and short/long range planning to the Connections Center Manager.
4. Assist with maintaining disaster information and serve as an Operations Supervisor in time of disasters, emergencies and pandemics.
5. Assist with providing reports through iCarol.
6. Serve as the back-up for the Childcare Helpline and Housing.

C. Respond to inbound calls to the Connections Center

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude towards those requiring assistance.
2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Complete suicide and community assessment follow-ups according to procedure.
7. Document calls correctly into computer tracking system according to procedure.
8. Ask callers for suicide and community assessment follow-ups according to procedure.
9. Monitor, identify and track active callers along with creating active caller profile sheets.
10. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.
11. Scheduled approximately 20 hours of Connections Center hours/week.
12. Cover all open shifts as necessary to ensure 24/7 coverage of Connections Center.

D. Maintain awareness of Connections Center resources

1. Attend all scheduled staff meetings, in-service meetings, and annual staff retreat.
2. Complete ongoing training assignments as required.
3. Assist in the updating of various Connections Center binders to ensure accurate policies, procedures, and contacts.
4. Review email, announcements, resource books, manuals and national directories during each shift worked.

E. 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 work place philosophy that enriches staff's ability to reach goals and provide high level of customer service.

F. Additional Duties

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

Updated: December 2017

Employee

Date

Supervisor

Date

Hours: Exempt full-time position. Includes day, evening and weekend hours. Will also include on-call coverage.