



CRISIS CENTER, INC.

POSITION DESCRIPTION

Assistant Director of 988 Operations

PURPOSE

The Assistant Director of 988 Operations – 988 will assist the 988 Director in the day-to-day management of the 988 Call Center. The Assistant Director will assist in the training of new Call Specialist, will conduct ongoing quality assessment and training to Call Specialist to help optimize capacity planning and productivity for 988 Call Center Specialists. The Assistant Director of 988 Operations will use software for forecasting, resource planning, scheduling, and data monitoring for the 988 Call Center.

The Assistant Director of 988 Operations will be responsible for leading and partnering with Alabama Department of Mental Health (ADMH) and the Jefferson, Blount, St. Clair Mental Health Authority (JBS) operational leaders to meet and exceed the goals of 988. The Assistant Director will work closely with the Director of 988 Operations and the Executive Director of the Crisis Center to help generate forecasts, create and adapt schedules, and assess queue activity.

WORKING RELATIONSHIPS

- Reports directly to the Director of 988 Operations
- Reports periodically to Crisis Center Executive Director
- Reports periodically to the JBS Chief Executive Officer
- Attends meeting with Region 2 partners for ADMH
- Reports periodically to ADMH, JBS, and Vibrant

QUALIFICATIONS

- Master's degree in a clinical field of study (Social Work, Psychology, Counseling, etc.)
- Previous experience in crisis response, substance use disorders, juvenile justice, advocacy, mental/behavioral health, psychiatric nursing, or equivalent preferred.
- Minimum of 2 years management experience preferred.

- Every new employee will be required to complete Crisis Center, Inc.'s training, regardless of professional background. This training includes Vibrant's 50 hours of Crisis Intervention/Suicide Prevention training, and new employees must pass all related exams with a 90% or better proficiency.
- Excellent interpersonal, management, and collaboration skills
- Ability to effectively address any issue in collaboration with others as appropriate; ability to proactively anticipate problems and opportunities, and confidence to use initiative to pursue solutions.
- Comfortable building reports, charts, graphs to conduct analysis and share performance data.
- Strong analytical and troubleshooting/problem-solving skills.
- Ability to represent Crisis Center, Inc. in all communication and 988 discussions with funding agencies.

DUTIES AND RESPONSIBILITIES

1. Provide live Clinical Quality Assurance reviews of staff as they handle mental health calls, texts, and chats.
2. Provide clinical support to staff as they handle deeply difficult mental health calls.
3. Coordinate with staff to identify staff needs and remediation of skills.
4. Provide Quality Assurance reviews of calls.
5. Ensure that call specialists resolve at least 80% of all calls without further intervention.
6. Ensure that call specialists answer rates and develop goals and expectations related to answer rates.
7. Act as back-up for Director of 988 Call Center Operations as needed for PTO or sick leave.
8. Assist the Director of 988 Operations in running reports or other required information.
9. Provide emergency on-call after-hour assistance as needed.
10. Ensure that call specialists are using best practices and giving appropriate referrals and documenting calls, chats, and texts properly.
11. Ensures contract compliance including providing consistent quality assurance, monitoring contact center operations, and ensuring timely, appropriate call and texting response.

**Please e-mail your resume and letter of interest to Daisy Delmore:
ddelmore@crisiscenterbham.org**