

**Job Title: Manager Crisis Services (4)**

**Reports to: Director of clinical operations LaSalle**

**Hours: M-F 8:30-5:00pm**

**Job Summary:**

The Crisis Manager will play a crucial role in overseeing and coordinating crisis intervention services throughout the agency, ensuring timely and effective responses to individuals facing mental health crises, follow up and assuring the 590 grant and 988 expectations are in place. Requires after hours support and supervision on a recurring schedule.

**Supervisory Responsibilities:**

- Recruits, interviews, hires, and trains new staff.
  - Oversees the daily workflow of the department.
  - Provides constructive and timely performance evaluations.
  - Handles discipline and termination of employees in accordance with company policy.
- \*Performs other related duties as assigned.*

**Duties/Responsibilities:**

1. **Crisis Intervention Consultation:** Provide immediate crisis intervention consultation to crisis team.
2. **Team Leadership:** Supervise and lead a team of crisis intervention specialists, ensuring a cohesive and supportive work environment, completing supervision, team meetings.
3. **Crisis Team Coverage:** Assuring crisis team schedules for after hours is up to date, assuring that phone system is set to go to the appropriate crisis member when regular crisis staff have completed their shift.
4. **Crisis Response Coordination:** Collaborate with emergency services, law enforcement, medical professionals, and other relevant agencies to coordinate crisis response efforts.
5. **Training and Development:** Provide ongoing training for crisis intervention staff, ensuring they are equipped with the necessary skills and knowledge to handle various crisis situations.
6. **Policy and Procedure Implementation:** Ensure that crisis intervention policies and procedures are consistently implemented and in compliance with relevant regulations.
7. **Community Outreach:** Establish and maintain relationships with community partners, mental health organizations, and other stakeholders to enhance crisis response services.
8. **Leadership:** Attending organization meetings, trainings. Attending required external meetings and trainings as designated by state contract.
9. **Quality:** Completing reviews of crisis documentation, participating in performance improvement and strategic goal setting and developing plans to implement requirements of grant deliverables.

*\*Performs other related duties as assigned.*

**Required Skills/Abilities:**

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.

- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with electronic health record and Computer programs

**Education and Experience:**

- **LCSW or LCPC required**
- **Master degree is social service required**
- **1-2 years experience providing or overseeing crisis services**
- **Three years of therapy/direct service provision with a broad population.**
- **Supervision and/or administrative experience preferred.**

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- 25% of time spent walking or standing
- Travel required as determined in order to meet essential duties.