Memphis Crisis Center (MCC)

Position:
988 Hotline Supervisor
Full-time (75% remote or as directed by need)
This Position is a 3 year funded grant position
Pays $55K annually

Job Description Summary

The 988 Supervisor is a mental healthcare and leadership-focused position working directly with callers and Volunteer service providers in a dynamic and professional environment to provide the highest level of quality mental healthcare to all callers. The 988 Supervisor will facilitate interdisciplinary support and collaboration within and across 988 care teams to ensure our callers receive high quality care along with a 90% call answer rate. The 988 Supervisor will develop volunteers in their assigned shifts to make sure they are providing care consistent with 988 standards.

- **ESSENTIAL JOB DUTIES/RESPONSIBILITIES:**
- Orient new MCC Volunteers in their duties including philosophy of care, 988 call flow and service delivery competencies.
- Provides extraordinary customer service and professionalism to all internal and external customers (including callers and other team members).
- Identifies Volunteer training requirements by establishing personal rapport with potential and established Volunteers.
- Ensures 988 clinical and quality standards are consistently met.
- Collaborates with team members to ensure quality and consistency of messaging.
- Addresses/resolves any Volunteer issues and elevate them to Directors as necessary.
- Maintains caller confidence and protects operations by monitoring confidential information.
- Monitors team performance from a clinical perspective, identifies issues, works through resolutions and provides both informal and formal feedback.
- Provides ongoing education and training in collaboration with 988 policies and directives to enable team members to meet caller care and organizational priorities.
- Ensures completion of caller care requirements by following up on answered call rate results.
- Completes all required training to Volunteers to ensure they are clear on service requirements as well as 90% call rate goals.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Excellent oral and written communication skills.
• Compassion and empathy for our callers and Volunteers.
• Ability to effectively collaborate with staff members and service providers.
• Mindset focused on solving problems for Volunteers and achieving team goals.
• Knowledge of 988 services, standards, policies and procedures.
• Skilled in operating phones, personal computer, software and other IT systems.
• Ability to pay close attention to detail and to ensure accuracy of reports and data.
• Ability to manage multiple processes and effectively lead a team of Volunteer service providers.
• Ability to maintain effective and organized systems to ensure timely answer rates.
• Ability to be calm and flexible in busy or stressful situations.
• Bilingual a plus.
• Proficient in Microsoft Office Suite products including Excel, Word, and Outlook, plus a variety of other word-processing, spreadsheet, database, e-mail and presentation software.
• Spoken and written fluency in English.
• This job requires use and exercise of independent judgment.

EDUCATION AND EXPERIENCE CRITERIA:

• Bachelors Degree in Social Work, Counseling or another related field.
• Experience in hotlines, project management and/or supervision a plus.
• Must have own transportation.

If interested please contact Terry Barnes at terry.barnes@crisis7.org