Crisis Line Manager

Annual salary: $55,000 - $60,000
(M-F 40 hrs./wk.)

Reports To: Executive Director, Stephanie Kelly

Work from Home While Giving Back to the Community!

About Us
The mission of The Samaritans is suicide prevention. A nonprofit organization with decades in volunteer public service and proven expertise in the field, The Samaritans provides support to people who are either contemplating suicide or who have been personally affected by suicide. Our focus is not solely on those people who are at imminent risk for suicide. Our goal is to provide pathways to healing for our whole community. We do this by providing caring, sincere, and attentive listeners who rekindle people's lost sense of hope, de-escalate situations from a crisis level, and provide the connections that make day to-day living manageable through compassionate interaction in a safe, comfortable, and anonymous environment.

What It's Like to Work Here
We promote an inclusive environment where differences are acknowledged and celebrated, communication is open, conflicts are addressed early and resolved, and where there is a shared mindset of supporting our communities, we serve.

A Day in a Life as the Crisis Line Manager
The Crisis Line Manager will provide leadership to the daily operations of the Crisis Line and the 988 Suicide Lifeline programs and **supervision of the Crisis Line Coordinator, Shift supervisors, and the 60 plus Crisis Line Associates, Volunteers, and Interns**. The manager is responsible for ensuring the delivery and quality of services offered by Cape Samaritans 24-hour crisis line through effective recruitment, supervision, scheduling, and program planning. They will demonstrate a commitment to the organization's mission and an understanding of the important role of the crisis line staff.

We are looking for a person who can bring positive energy to their work and who wants to join a team of non-judgmental and supportive staff who are dedicated to helping others. At Cape Samaritans we value empathy, compassion, and commitment. We cultivate a strong organizational culture of trust, support, and partnership which leads to a stronger, safer, and more dynamic workplace and community for all.

The manager must possess excellent written and verbal communication skills, strong organizational and analytical skills, active listening, and problem-solving skills. Ability to compromise, show respect to others and be a collaborator.

This is a remote position; however, the ideal candidate must reside in Massachusetts as it is required to attend bi-weekly meetings in Mashpee, MA.

Key Responsibilities:

Crisis line Oversight

- Ensure that the crisis line helpline is fully staffed, 24 hrs./day, 365 days/year. Continuously evaluate the helpline program, recommend, and implement improvements.
- Oversee compliance with all policies, standards, and best practices on the crisis line, ensuring administration of safety assessments on each call and appropriate responses to high risk and imminent risk calls, including engagement of emergency services while sustaining commitment to least restrictive interventions.
- Make recommendations for policies and procedures that will improve the quality of crisis line services.
- Supervise, evaluate, and build strong relationships with crisis line coordinator, shift supervisors and 60 plus crisis line associates, volunteers, and interns.
- Provide helpful feedback or additional training when necessary.
- Maintain scheduling coverage of the crisis line.
- Conduct roundtables for all employees to ensure they can manage the emotional strain of answering the calls.
- Support individual debriefings as needed, team building, and provision of resource referrals.
- Oversee data reporting as required by program, agency, or funding sources.

Organizational support

- Maintains knowledge of all staff functions to be able to carry out those responsibilities in case of absence/vacancy, including shift supervisor and crisis line associate to provide shift coverage as needed.
- Attend weekly and monthly meetings as needed with the Director of MA Dept of Public Health, Vibrant, and other partners.
- Support and participate in organizational events, fundraisers, or projects outside of the crisis line helpline as needed.
- Additional responsibilities as determined by the Director.

Qualifications

- Preferred Bachelor's degree.
- 5 years in management or related experience; preferably call center management experience.
- Previous experience managing volunteers is a plus.
- Experience in program development.
- Experience working on a crisis helpline/call center experience preferred, or familiarity of the suicide prevention landscape and network nationally and locally.
- Ability to maintain accurate records and exercise discretion in handling confidential information.
- Proficient with technology, including Microsoft Office (PowerPoint, Excel, and Word) and databases.
- Budget experience is a plus.
- Ability to build and maintain relationships and communicate effectively with a wide array of people at all levels and from diverse backgrounds.

Salary and Benefits

- 8 paid holidays
- Direct deposit payroll
- Health care stipend
- Generous vacation and sick time
- Flexible schedule to work from remote location.

The Samaritans is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.