

Date Posted: 03/29/2011

**University of Houston
Graduate College of Social Work**

JOB OPPORTUNITY POSTING

Job Title: Crisis Line Program Manager

Employer/Agency: CONTACT Crisis Center (Dallas, TX)

Job Description: The Crisis Line Program Manager supervises and directs the 24 hour crisis line program including day-to-day operations, emergency support, information and referral and after care services. The Manager will work closely with Senior Programs Officer and Director of Volunteer Services to ensure complete compliance with accreditation standards and internal policies and procedures to maintain program efficacy. This staff person must be bilingual in Spanish. LMSW or LMFT strongly preferred.

Management Responsibilities

- Manage the day-to-day operations of the crisis line program and supervise the Volunteer Crisis Line Specialists
- Hire, coach, train and direct the activities of the Crisis Line Support Specialist, and V Shift Crisis Line Specialist(s), including the following management duties:
- Train and supervise staff to timely meet annual development goals
- Facilitate regular department and individual staff meetings
- Redistribute job duties based on current program need or assessed abilities
- Oversee the management and implementation of all event/project timelines

Qualifications:

Experience and Education Specifications:

- **Preferred:** A Master's Degree in the mental health counseling, social work or psychology field and a minimum of five (5) years of experience as a program director in a related field.

- Required: Bilingual Spanish.
- Strong organizational and management skills
- Demonstrated ability to relate positively to persons in a multi-cultural, pluralistic community
- Good interpersonal skills necessary to interact with board, staff, donors and volunteers
- Demonstrated ability to maintain regular and predictable professional attendance
- High performance in individual in team and strategic situations
- Commitment to agency vision, core values and mission
- Computer proficiency (including Microsoft Office Suite and Outlook).
- In accordance with CONTACT team philosophy, demonstrated ability to carry out or assist in project completion in all departments as directed by the President.

Salary/Hours: Send salary requirements

Employer/Agency: CONTACT Crisis Center
Address: P.O. BOX 800742
City, State, Zip: Dallas, TX 75380

Email: hr@contactcrisisline.org

Application Method: Apply via email

Opening Date: Immediately

***If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity.
Thank you***