



988 Chat and Text Manager

Contact Community Services, located in East Syracuse, NY, provides a variety of services that support the social, emotional, behavioral, and mental health of children, youth and adults. Our Crisis Services division, provides free, confidential, 24/7 services via our Hotline 988 Suicide and Crisis Lifeline and 211, connecting callers to critical health and human services in their community.

This position oversees and supports the coordination, planning, implementation, and outcome monitoring of Chat and Text 988 and other crisis programs and ensures adherence to evidence-based practices and programming in accordance with funding standards and guidelines, as established by NYS OMH and other funders. Position provides supervision to numerous direct reports.

Duties and Responsibilities:

- Collaborate with Crisis Services leadership team to ensure effective and efficient program oversight and service delivery.
- Work with leadership team to develop 988 follow-up, text, and chat programs.
- Assist with recruiting, screening, hiring, and training qualified staff.
- Meet regularly with community and state partners, as scheduled, and provide timely updates to staff and management.
- Collaborate with Data Supervisor to compile Chat & Text 988 program statistics and provide reports to partners.
- Participate in relevant subcommittee meetings for NYS OMH 988 coalition.
- Provide supervision to program coordinators and supervisors, including QA and monthly supervision meetings.
- Support Crisis Services Educator with development of staff training as program changes occur.
- Continually monitor Chat & Text 988 program performance to ensure the program is meeting goals, and problem-solve as appropriate to ensure the success of the program.
- Address concerns of associated partners as they arise.
- Participate in on-call coverage rotation.
- Perform additional responsibilities as they develop and are assigned.

Qualified individuals will:

- Crisis counseling/mental health experience; ability to respond to callers with a wide range of human service needs; experience linking people with needed community resources; Experience supervising, mentoring, and training others.
- Strong empathy, active listening, communication, teamwork, and interpersonal skills.
- Strong clinical skills, especially in crisis de-escalation and suicide safety assessment and planning

- Strong documentation skills.
- Ability to adapt quickly to varied protocol/requirements of each incoming/outgoing line.
- Function autonomously and exercise good judgment and decision-making skills, particularly in a crisis situation.
- Skilled in web-based computer environment, database navigations, and multi-line phone system.
- Effectively multi-task and use an internal messaging system during calls and throughout shift.
- B.A. in Mental Health/Human Services field, or related field of study required; master's preferred.
- Comparable training and experience will be considered in lieu of Bachelors. Must also have a demonstrated ability to effectively manage crises.

Additional Requirement:

- Work schedules are determined based upon call volume trends. This position requires working some holidays and working weekends (most staff work Saturday or Sunday, and some work both days of the weekend).
- This position is designated as essential staff. Essential employees perform work involving the safety of human life or the protection of property. Due to this designation, you will be required to report to work for your regular shift in the event the business office is closed due to an emergency. This is a condition of your employment.

Contact Community Services, Inc. is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, or protected veteran status.