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**Position Title:** Associate Supervisor, Provident Crisis Services

**Responsible To:** Director of Clinical Services

**Effective Date:** April 1, 2020

**Position Summary:**

The Associate Supervisor of Provident Crisis Services provides oversight and direction for the Provident Crisis team. The primary function of the team is to provide 24/7/365 telephonic crisis intervention for callers utilizing the National Suicide Prevention Lifeline. In addition to Lifeline, certain employee assistance telephonic programs are supported. The Associate Supervisor is responsible for ensuring the highest quality of care and service for all clients, callers, and collaborating partners.

In addition to providing crisis intervention and support, a focus on community awareness, service and education is also a major component of the services provided by the Provident Crisis team. These programs are to be managed and maintained in balance with the need to provide priority services to our clients in crisis.

**Job Requirements and Qualifications:**

**Minimum Required Education:**

Master’s in Social Work, Psychology, or related mental health field.

**Minimum Required Experience:**

1 year experience in mental health field; and

1 years’ experience supervising a team.

**Preferred Experience:**

1-3 years’ experience in mental health field; and

1-3 years’ experience in crisis intervention work; and

**Required Licenses/Certifications/Training:**

* Provisionally licensed or working toward licensure in Counseling, Social Work, or related field; and
* Attend Provident’s Crisis Intervention Training Program (60 hours, including ASIST Training), at first available training date after employment.

**Other Skills Required:**

Completion of 70 hours required suicide prevention training, within 1st three months of employment.

Extensive training and ongoing knowledge-sharing with team members in the areas of suicidal ideation, problem and pathological gambling, and post-vention care for survivors of suicide is required.

Proficient in the use of Microsoft Office product suite.

Commitment to outstanding client service levels.

Proven management, team-building and leadership ability in a non-profit or community-based behavioral healthcare setting.

**Responsible To:**

Director of Clinical Services

**Supervisory Responsibilities:**

Supervises all part-time staff in Provident Crisis Services Department

**Working Conditions / Environment:**

Monday through Friday, 8:00am – 5:00pm but could vary.

On-call 24/7/365 for any crisis triage and/or intervention that may require assistance of the Supervisor.

Supervisor may be required to attend events or meetings that may fall outside scheduled work hours.

**Essential Duties and Responsibilities:**

1. Provide direct supervision and guidance to staff in the crisis room.
2. Provide oversight for the rotating team schedule, ensuring fairness and equity of day, evening and overnight shift rotations.
3. Ensure the department operates within full compliance of all legal and regulatory bodies, accrediting agencies, funders and grantors. This includes The Joint Commission, American Association of Suicidology, National Suicide Prevention Lifeline, Suicide Prevention Resource Center and The American Foundation for Suicide Prevention. Implement and maintain processes and operating procedures which meet and exceed the best practices and standards of all accreditation and/or regulatory agencies.
4. Will assist the Director of Clinical Services along with the Director of Compliance to manage and maintain compliance with requirements of all grants and EAP/hotline contracts on a state, federal and national level. Maintain relationships with grantors and contract clients, ensuring ongoing positive relationships and continued renewal of grants and contracts.
5. With the assistance of the Director of Compliance supervisor will manage and conduct routine and ongoing internal audits to ensure compliance with all accrediting agencies, regulatory bodies, grantors, funders and contracts.
6. Works with the Supervisor of Provident Crisis Services to oversee all training provided by the department, specifically Crisis Intervention Training, ASIST training, and other trainings developed by the department as needed for community education and/or support programs.
7. Maintain and enhance the Practicum Program for students, developing positive relationships with local universities and ensuring the highest level of practicum experience is delivered to students within the program.
8. Responsible for helping with student and volunteer recruitment.
9. Develop and conduct community education presentations when needed
10. May assist with call monitoring
11. Answer calls at least 3 hours a month on the crisis or clinical lines
12. Conduct community education presentations on crisis intervention and suicide intervention/prevention.
13. Provide assistance and back-up to the facilitators of the Survivors of Suicide (SOS) Support Group which meets weekly in the St. Louis and St. Charles communities.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

To apply, please send your resume and cover letter to:

**Email:** [jobs@providentstl.org](mailto:jobs@providentstl.org)

**US Mail:** Provident, Inc.

Attn: Human Resources

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