

Job Title: Crisis Services Manager**Organization:** The Samaritans of Cape Cod and the Islands**Full-time:** 40 hrs/wk**Salary:** \$50,000**Reports to:** Executive Director

To apply, submit cover letter and resume to info@capecapemamaritans.com with "Crisis Services Manager" in the subject line. Applications will be reviewed on a rolling basis.

Job Overview

Founded in 1977, The Samaritans on Cape Cod and the Islands is a non-sectarian, non-profit volunteer organization whose mission is to end suicide by combating suicide risk conditions and easing the impacts of suicidal activity through fostering caring, connection, resilience, and public understanding.

Samaritan volunteers provide non-judgmental active listening to callers in need on our Crisis Lines, older adults in our Senior Outreach program, suicide loss survivors in our Safe Place support groups, and suicide attempt survivors and their families in our A Caring Connection program and A Second Chance program. In the 44 years since our founding, we have trained over 900 Samaritan volunteers at our center in Falmouth and answered more than 575,000 phone calls from people in need.

The Crisis Services Manager takes a leadership role in overseeing the daily operations of the Crisis Line and National Suicide Prevention Lifeline programs, and supervision of Crisis Services staff and volunteers. This position works with the Volunteer Coordinator to support volunteers to ensure a safe and productive environment to provide quality coverage on the Crisis Line. The Manager serves in an advisory position to the Assistant and Executive Directors in developing the program's goals and is responsible for implementing strategies to meet those goals. They demonstrate a commitment to the organization's mission and a deep understanding of the important role of volunteers. This position presents an opportunity to enhance a program that provides empathetic resources to those who reach out for support.

All Samaritans staff are currently working remotely until further notice. Upon re-opening, staff will be expected to return to working at the Falmouth office in a hybrid model, with remote work flexibility.

Responsibilities and Duties

The functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- **Oversee all necessary aspects of service delivery on Crisis Line (CL) and National Suicide Prevention Lifeline (NSPL)**
 - **Oversee program inquiries, shift scheduling, and referral networks**
 - **Ensure successful service delivery through regular program evaluation and direct program development to address any gaps in service**
 - **Track program delivery data, providing monthly and annual service reports**
 - **Research and document current call center and helpline best-practices and ensure all policies, procedures and protocols meet National Suicide Prevention Lifeline (NSPL) accreditation requirements**

- Manage Crisis Services volunteer operations, supervision and evaluation
 - Collaborate in volunteer training delivery, expanding training curriculum, developing online learning opportunities, and enhancing volunteer training protocols and documentation
 - Direct all volunteer processes from recruitment to exit interviews
 - Spearhead project development, management and operation of Home Leader and Shadow Shift initiatives
 - Monitor ongoing quality of services provided by the volunteers according to accreditation standards; provide feedback and additional training as necessary
 - Provide volunteers guidance, support and opportunities for debrief
- Delegate responsibilities and provide clear and consistent supervision to Volunteer Coordinator
- Create and maintain systems for keeping accurate volunteer and service records using Donor Perfect database and iCarol helpline software
- Act as a liaison with providers and volunteers to resolve service disruptions
- Work with Executive Director and Office Manager to identify and execute program marketing opportunities
- Represent the agency at public events as it relates to Crisis Services programming
- Offer nonjudgmental compassion to volunteers and those who reach out to Crisis Services
- Research and remain informed on suicide prevention best practices, models and initiatives

Special Requirements

- Successfully complete Samaritans Crisis Line training
- Serve in on-call staff rotation
- Serve on crisis line at least one 2.5-hour shift/month
- Participate in other Samaritans events and programs as appropriate and requested
- Flexibility in working hours
- Office location: Falmouth; currently remote with hybrid work model upon reopening
- Some travel may be required for events and conferences; Valid driver's license required

Qualifications

- Bachelor's degree in related field preferred
- 2-3 years in management or related experience; professional experience in a related social service agency
- Experience working with and managing volunteers, specifically in training, scheduling and direct support; previous experience as a volunteer a plus
- Experience in program development with proven ability to supervise
- 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
- Familiarity with various software systems; Donor Perfect, iCarol and Webex preferred
- Demonstrated ability to build and maintain relationships and communicate effectively with a wide array of people at all levels and from diverse backgrounds
- Strong critical thinking skills, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Strong written and verbal communication skills with proficiency in Microsoft Office software (Word, PowerPoint, and Excel)

Salary and Benefits

- \$50,000
- 12 paid holidays
- Direct deposit payroll
- Health insurance stipend
- Generous vacation, sick and personal time off Policies
- Direct deposit payroll
- Flexible schedule/opportunity to work from remote location for majority of hours