

United Way of West Florida Position Description

Latest Revision Date: January 2024

Position/Title: 988 Manager

Reports to: Operations and Training Manager

Exempt/Non-exempt: Hourly/Non-exempt

General Purpose

The 988 Manager's primary role is to promote and ensure the 24/7 delivery of compassion based human connections by 988 call handlers. Under the direction of the Operations and Training Manager and in partnership with the Resource & 211 Manager and Training/Quality Manager, the 988 Manager will use their experience as one component of building an effective phone-based team of crisis call handlers. 988 Manager will provide support, coaching and relief to 988 call handlers to ensure their personal wellness, promote active listening with compassionate human connection, and compliance with policy and procedures while responding to 988 crisis calls. To the fullest extent possible, 988 Manager will monitor live calls to promote and ensure call handlers use active screening and timely identification of Imminent Risk (as defined by policy) calls with the required safety response (as defined by policy) by the 988 call handler to include live consultation with the clinical team. For all 988 calls that have been assessed as posing Imminent Risk where emergency service intervention has been initiated (voluntary and involuntary), within 72 hours of the call, the 988 Manager will review and consult with the responding clinical team member and Operations a. Training Manager to facilitate completion of the supervisory review form and provide a 1:1 meeting with the call handler to review, foster and reinforce best practices and offer coaching for identified learning opportunities.

Main Job Tasks and Responsibilities

- Under the direction of the Operations and Training Manager and in partnership with the Resources & 211 Manager, ensure the provision of quality 988 services 24/7/365 to include, as needed, personally covering a shift temporarily vacant.
- Under the direction of the Operations and Training Manager and in partnership with the Training & Quality Manager, provide initial training of all new hires in best practices of 988 call handling.
- Continually monitor for compliance with, and ensure active team implementation of, all 988 Policy and Procedures to ensure the safety of callers and the integrity of the program.
- The 988 Manager will monitor live calls for each call handler daily, at the fullest extent possible, to ensure and promote safety screening for all 988 calls and call handler adherence to all policies and procedures relevant to identifying callers who may be at Imminent Risk initiating active rescues as required.
- 988 Manager shall ensure that for all calls where Imminent Risk has been identified OR suspected the clinical team member on duty is alerted, engaged and all clinical directions are fully implemented and complied with.
- The 988 Manager will consult with the clinical team daily. Prior to, and at the end of, every shift the 988 Manager will contact the clinical team member on duty to confirm the best methods of contact and coordinate/review all calls where an at-risk caller was identified.
- For all calls requiring emergency service intervention, 988 Manager will ensure that a Supervisory Review form is completed and reviewed with the call handler. The 988 Manager

will consult with the Operations and Training Manager and clinical team member on duty in the completion of the review form.

- At the change of shift, the 988 Manager in cooperation with the clinical team member on duty will provide a verbal briefing to the 988 Manager or Training & Quality Manager coming on duty with a summary of Imminent Risk calls, problem or repeat callers, follow up calls needed and other relevant information as identified.
- Under the direction of the Operations and Training Manager and in cooperation with the Training & Quality Manager and Resource & 211 Manager, ensure that every call handler receives a minimum of one random Quality Assurance evaluation each week.
- Under the direction of the Operations and Training Manager and as requested by the Training & Quality Manager, the 988 Manager will assist in the call handler review and implementation of any corrective action training/coaching as identified by the Quality Assurance evaluation.
- 100% of reports as assigned by Vice President of Impact Services or Operations and Training Manager must be accurately completed and submitted by defined dates.
- While on duty, check business emails at least hourly and provide responses as warranted and/or indicated within the same hour as reviewed. While on duty, must remain logged into Microsoft Teams and promptly respond to all communications as it relates to the performance of job duties.
- At the direction of the Operations and Training Manager, provide direct phone coverage for either 211 or 988.
- At the direction of the Vice President of Impact Services or Operations and Training Manager, participate in community-based meetings and/or outreach events.
- Other duties as assigned by the Vice President of Impact Services or Operations and Training Manger.

Education and Experience:

- Bachelor's degree in Psychology, Social Work, or related human service field preferred. Non degreed professional must have significant experience (2 or more years) in similar or equal call center services and must be eligible for and is required to obtain Florida Board Certification as a Peer Recovery Specialist within 4 months of assuming this position.
- Documented experience successfully managing small teams and meeting program performance standards/expectations.
- Experience in implementing Quality Assurance programs including evaluations, behavior modification and corrective action planning.
- Documented experience developing training curricula, implementing structured learning, providing 1:1 training and coaching, and documenting trainee progress.
- A minimum of one year of experience working with mental health or substance abuse professionals and/or mental health or substance abuse treatment team.
- Experience writing reports.
- Working knowledge of call center equipment and software.

Due to the need to support 24/7 staff, Manager must be flexible to adjust work schedule as needed to provide learning opportunities for staff, including evenings and overnight shifts Additionally, to support the community we serve this position may require periodic local travel within the service area.

Key Competencies:

- Basic understanding of mental health diagnosis and symptoms
- Ability to adapt to fluctuating workflow.
- Effectively communicates with all levels within an organization.
- Strong interpersonal skills

- Mission focused.
- Relationship-oriented
- Collaborator
- Results driven.
- Brand steward
- Team builder
- Self-management

**Preference Given to Military Veterans
EOE - Drug Free Workplace**