



Job Announcement

By Binh Au, 6/20/2020

Position Title Crisis Line Program Quality Assurance Coordinator

Position summary

This position will be responsible for assuring compliance with CSS, governmental, and accrediting agencies' standards, policies, and procedures for quality client care in the crisis line, text line, zero suicide hospital follow up, and NightWatch programs. The position performs notes review and internal audits and provides training for crisis line program volunteers, interns and staff, as well as external review agencies to ensure clients receive the best and most appropriate care. Client care standards that impact the crisis line program include the following:

- American Association of Suicidology (AAS)
- National Suicide Prevention Lifeline (NSPL)
- California Department of Health Care Services (DHCS)
- Alameda County Behavioral Health (ACBH)
- Professional Code of Ethics (ie; CAMFT, NASW)
- California Mental Health Services Act - Prop 63

Schedule

This is a full-time (40 hours per week) position. Availability on evenings and weekends is expected. One "crisis line shift coordinator" shift from 4pm-mid or Sat/Sun 8am-4pm is required. A shift coordinator provides clinical consultation and technical support and supports shift transitions.

Supervision Received

The Quality Assurance Coordinator reports to the Crisis Line Program Director and will utilize consultation as needed. The position is expected to attend weekly staff and clinical meetings and crisis line management team meetings.

The position will directly supervise 1 or more shift supervisors.

Level of Decision Making

The position will provide support and consultation on matters related to crisis line program calls and clients, crisis line volunteers, and shifts supervisors. Decisions will be made regarding clinical consultations and performance of direct reports. The position will be an active participant in evaluating, designing and implementing crisis line program policy and procedures.

The position has the authority to:

- Recommend hire and recommend termination of assigned shift supervisor positions
- Discipline assigned shift supervisor positions
- Provide consultation and make clinical decisions related to clients in the crisis line and text line program



- Recommend budgetary, policy, and procedural needs of the crisis line, text line, nightwatch program

Minimum Qualifications

- Understanding of laws and regulations regarding mental health and social service programs and the ability to apply state, federal, and local regulations related to client care in the crisis line and text line programs
- Commitment to ongoing self reflection and ability to lead with values of cultural humility is required
- Must be able to demonstrate the ability to effectively, sensitively, and respectfully relate to people from different cultural groups.
- Ability to consistently demonstrate behaviors that are in alignment with CSS Values and foster a sense of teamwork, appreciation, empathy, client care, and community care.
- Experience in crisis intervention or suicide prevention preferred
- Excellent public speaking, writing, interpersonal, and organizational skills
- Must be comfortable using Microsoft Office (Excel, PowerPoint, Word) and gSuite including gDoc and gSheets
- Minimum 2 years experience managing staff in a clinical setting
- Completion of a Master's Degree in counseling or related field (MSW, MFT, MPH etc) preferred; may be substituted for comparable experience

Typical Duties

Training and Continuous Quality Improvement

- Provides one-to-one and group training
- Provides direct feedback to staff regarding areas of strength and areas for improvement
- Participates in continuous improvement initiatives related to service delivery, evaluating client outcomes, and implementation of best practices

Quality Assurance

- Conducts regular chart and client service audits
- Reviews client records to ensure compliance with regulations relating to accuracy and completeness and identifies areas for training and improvement
- Conducts silent monitoring program twice annually and conducts caller satisfaction survey quarterly
 - Provides reports with feedback/findings to volunteers, interns, staff, supervisors and directors.
- Develops program corrective action plans as needed and is responsible for ensuring corrective action plans are followed.
- Maintains and tracks individual corrective action plans and provides a quarterly summary to Director
- Design measurement instruments to measure and report outcomes related to program changes
- Provides retrospective reviews of critical or unusual events (for example: death by suicide of a caller)
- Develops outcome reports and presents data for distribution



- Generates monthly reports related to the crisis line, text line, and zero suicide hospital programs.

Supervision

- Provides day to day consultation regarding clinical issues to volunteers, interns, and shift supervisors
- Provides direct supervision to assigned shift supervisors, volunteers and interns

In the first year, the position will also support efforts in integrating text line program functions with the crisis line program.

Performs other duties as assigned.

Salary

Salary set at \$56,000 annually

Note: this is a lateral move for salary for those already in a Coordinator position at CSS.

Competitive benefits package includes vacation, holiday, sick leave, medical/dental insurance, and retirement plan.

To apply, please email your resume and cover letter to careers@crisissupport.org with "Quality Assurance Coordinator" in the subject line by 11:59pm, Tuesday July 7th, 2020.

Crisis Support Services of Alameda County is an Equal Opportunity Employer (EOE) and committed to fostering a diverse and inclusive workplace. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability or veteran status. We value the range of life experiences our staff bring with them and are stronger for having staff and volunteers with lived experience of surviving suicidal crises.