



Job Description:

Director of National Hotline Member Services (Recruitment & Capacity Building)

Full-Time

About MHA-NYC: MHA-NYC is at the cutting edge of harnessing new technologies to expand methods in which consumers can receive clinically sound behavioral health services. MHA administers 3 national networks of crisis services (including the National Suicide Prevention Lifeline, the national Disaster Distress Helpline, and the NFL Life Line) and supports the VA-operated Veterans Crisis Line. MHA also operates 14 crisis lines, including New York State's HOPEline for addictions and the groundbreaking, multi-access, multi-lingual behavioral health and crisis contact center, NYC Well. The organization is a national and local leader in developing and implementing innovative new approaches to providing behavioral health services and interventions via telephone, web chat, and SMS text message.

Position Objective: The Director of National Hotline Member Services is a senior management position responsible for providing leadership for the 24/7 operations of the National Suicide Prevention Lifeline (a network of 165+ independently owned crisis centers across the country) and related subnetworks. Primary responsibilities include oversight of all aspects of operations including network capacity, sustainability, infrastructure, quality improvement and contract management. The National Hotline Member Services Director is the primary liaison between Lifeline's partners in capacity building and sustainability (such as the National Association of State Mental Health Program Directors and the National Council for Behavioral Health). The Director of National Hotline Member Services collaborates with IT Department staff to ensure continuous technical operation of all hotline/chat/text programs and support of all systems during emergencies. The Director of National Hotline Member Services collaborates with the Finance Department and directly supervises all staff in the National Hotline Member Services Division

Primary Program: National Suicide Prevention Lifeline

Reports to: Associate Project Director

Essential Duties and Responsibilities:

- Supervise the ND Operations staff to ensure the 24/7 operation of the National Suicide Prevention Lifeline and its subnetworks
 - Coordinate with MHA-NYC IT team to ensure continuous operations and reporting capabilities and to maximize efficient connectivity and capacity to respond to client contacts (geo-location capabilities, telephony and chat software platforms, etc.)
 - Oversee the development of a plan to regularly test systems and ensure 24/7 access to hotline and chat programs.
 - Oversee a plan for Quality Improvement to review call/chat trends, troubleshoot concerns/complaints, and share data with MHA-NYC team, funders and other key stakeholders ensuring that all operational grant related program goals and objectives are measured, met and or exceeded
 - Oversee all related program subcontractors, including RFPs, contracts, deliverables and invoicing to ensure all performance metrics are met or exceeded

- Supervise the Lifeline network response to suicidal individuals corresponding with the White House to facilitate prompt, appropriate outreach of designated center towards better ensuring the safety and care of the correspondent
- Supervise the Member Services Staff in the development and execution of effective network membership recruitment and retention strategies to increase capacity for the Lifeline (including Spanish subnetwork) and Lifeline Crisis Chat. Work with funders and stakeholders to recommend sustainable models for Lifeline services.
 - Act as a project (and media) spokesperson/representative for Lifeline at conferences, meetings and committees, where indicated, re: capacity/partnership-building efforts
 - Regularly review call/chat volume and connectivity reports to identify service gaps within states; continuously monitor states with low in-state answer rates and work with stakeholders to increase capacity
 - Work with key stakeholders (NASMHPD, AAS, NATCON NASCOD, CUSA, , SAMHSA Grantees, 211, AIRS, CARF, State Mental Health Directors) and other partners to engage new centers and promote funding; develop and disseminate reports for stakeholders as needed
- Lead efforts to define and expand program knowledge and expertise and provide technical assistance to crisis centers related to capacity building and sustainability (funding streams, payment methods, efficiencies, etc.); develop and initiate a plan to collect and distribute related practices, policies, procedures and training tools; monitor relevant blogs and list-serves and promote Lifeline when applicable
- Work with National Council and related stakeholders/leaders to develop strategies for enhancing integration of crisis services into behavioral healthcare systems
- Respond to inquiries from stakeholders for program data and information
- Assist with grant writing, report writing and program conceptualization
- Other duties as assigned

Required Skills:

- Excellent verbal, written and computer skills
- Courteous and professional manner
- Experience and high degree of comfort with public speaking, including media interviews, presentations to senior level executives, public officials, and other key policy makers
- Effective time management and organizational skills
- Experience in program management and excellent supervisory skills
- Strong customer-service orientation
- Ability to foster teamwork, work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- Ability to lead, positively influence others to achieve results that are in the best interest of the organization
- Ability to be flexible and versatile in a changing work environment while maintaining effectiveness and efficiency
- Ability to interpret and manage program budgets
- Intermediate to advanced skills with MS Office, including Word, Excel, PowerPoint

Qualifications:

The ideal candidate will have:

- Minimum of Master's Degree in business administration, project management, public health/administration, counseling/social work or related field

- Minimum 10 years of management/experience
- Leadership experience in mental health/substance abuse care systems, and/or crisis services needed, especially in the non-profit or public health sector
- Strong presentation and experience/comfort with public speaking needed
- Experience in overseeing quality care, monitoring performance indicators for a program is strongly preferred
- Knowledge of crisis services and operations a plus
- Experience in building partnerships between crisis or health care entities, or growing membership in trade associations a plus
- Knowledge and expertise public health issues such as capacity building and sustainability (funding streams, payment methods, performance efficiencies, etc.) preferred
- Applicants should be comfortable working independently
- Applicants must be willing to work in New York City or, as a secondary preference, Washington, D.C.

How to Apply:

Interested applicants should submit resume and cover letter to careers@mhaofnyc.org. **Please put “Director of National Hotline Member Services” in the subject line of your email.** All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, sexual orientation, national origin, sex, age, disability or marital status.