Job Description: Afternoon/Evening Shift Supervisor (Licensed)
Full-Time, Exempt Position

Position Objective: The Afternoon/Evening Shift Supervisor serves as the primary, on-site supervisor and team leader for a designated shift and provides direct clinical and administrative supervision to crisis counselors. Shift Supervisors provide oversight across different service tracks and hotlines, and provide additional content supervision and consultation for specialized track(s) as necessary.

Department: Contact Center Services – Here 2 Help Connect
Reports to: Associate Director
Schedule: Afternoon/Evening Shift (3pm – 11pm) Tuesday through Saturday; must have flexibility in working weekend (and possible) evening shifts if necessary.

Major duties and responsibilities
- Provide ongoing clinical, administrative, and technical supervision to direct reports; review application of clinical skills, provide coaching where necessary, identify areas of improvement, and make recommendations for remediation in consultation with Training department
- Ensure compliance of direct reports with clinical training and supervision requirements
- Attend monthly clinical supervision, and ongoing seminars as indicated
- Conduct contact call monitoring for quality improvement and training purposes; work directly with Quality Improvement Specialist and Associate Director
- Collaborate with crisis counselors in de-escalation of client contacts that warrant supervisory intervention (through coaching of crisis counselor and/or contact with client)
- Adhere to performance-based management approach utilizing key performance indicators to make data driven evaluations
- Maintain responsibility for meeting service levels and maintaining efficient operations during given shift
- Answer hotline calls as necessary to maintain service levels during call volume surges, staffing shortages, and/or when otherwise needed to maintain service levels
- Perform annual evaluation of all direct reports
- Work with program leadership to ensure efficient dissemination of all policy and program changes, and assist with implementation of new programs
- Complete monthly reports as indicated for quality improvement and operations
- Coordinate and manage regular communications with internal and external partners relevant to program if applicable
- Recommend program design modifications as needed to ensure program supports innovations in mental health
- On call duties as needed

Required skills
- Valid NYS License
- Fluency in the English language, both oral and written
- Courteous, empathic, and professional manner
- Motivational interviewing
- Active listening skills to establish working alliance with clients and crisis counselors
- Knowledge of mental health resources in the New York metropolitan area
- Efficiency with information-gathering, and problem-solving, and conflict-resolution
- Superior communication skills to convey information clearly, accurately, and completely
- Ability to maintain professional demeanor when handling crisis and abusive contacts
- Superior supervisory skills, as evidenced by effective time management and multi-tasking
- Ability to work efficiently in a team and independently

Qualification

License to practice assessment and/or psychotherapy in NYS State, along with masters degree in in psychology, social work, or related field. Three years experience with the practice of assessment and/or psychotherapy, and preferably with administrative/supervisory duties. Crisis intervention and/or mental health information and referral services experience a plus. Applicants should be comfortable working independently.

Copy of NYS license to practice, and current registration required by date of hire. National Provider Identification number required by date of hire; instructions for securing NPI number will be provided. Fluency in Spanish, or another language is a plus.

Interested applicants should submit resume and cover letter to Clinical Manager, Shakira Jones, LMHC at SPJones@mhaofnyc.org.