

# Hotline Coordinator

## HEADREST

*The mission at Headrest is to assist those who have or are affected by a substance use disorder, experiencing a crisis, or needing support, by providing effective programs and treatment regardless of ability to pay.*

Headrest offers programs in three areas: Crisis Hotline (24/7), Outpatient Counseling and Low-Intensity Residential Program. These programs are available to people living throughout the Upper Valley community and State of New Hampshire.

**The Hotline** is available to anyone and calls vary from requests for information to callers struggling with thoughts of suicide. Headrest has provided over 420,000 continuous hours of crisis intervention and support. The generosity of local towns, communities and individuals help in Headrest's endeavor of continuing to provide these critical services especially in recent times of the opioid epidemic.

**Outpatient** services are available to all NH and VT residents. Headrest works with client's to make services as affordable as possible ensuring financial barriers do not prevent individuals from seeking help. The Highly Qualified Headrest come with years of clinical experiences and passions in helping those struggling with Substance Use Disorders.

**Low-Intensity Residential** services (previously known as Transitional Living) is available to all New Hampshire Residents or those homeless in New Hampshire. The residential program assists clients in reclaiming their life from the devastating effects of addiction. Many transition to the residential program from 28-day rehabilitation programs. The length of stay may vary but Headrest is able to provide services to clients from 90-180 days.

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### *Brief Position Description:*

The Hotline Coordinator advances Headrest's mission and vision by coordinating crisis intervention, suicide prevention services, and information and referral through the 24/7 telephone Hotline program. This position will also be active in community outreach and coordination of services throughout the region.

### *Responsibilities and Specific Duties:*

#### *Staff Training and Supervision*

- Recruitment: Identify staffing needs. Participate in the recruiting and hiring of Hotline staff.
- Orientation and Training: Provide comprehensive orientation and training initially for all Hotline staff. Identify continued training/education needs related to the overall program quality improvement.
- Performance Evaluation: Provide on-going supervision for all Hotline Staff including completing regular performance evaluations (90 day initial, annual), monitoring daily performance issues and assuring adherences to agency policies and procedures.
- Provide clinical supervision to Hotline staff as directed by the Clinical Director.
- Manage the schedule of all Hotline employees, assuring that all shifts are covered appropriately. This includes coordinating staff vacations, other uses of EBT pay and off site trainings.
- Facilitate regular Hotline staff meetings (monthly minimum) for the purpose of ongoing communication, clinical supervision and training.
- On-call support: This position is responsible for providing on-call support, in the form of debriefing and emotional support, to all Hotline staff during assigned weeks.

### ***Program Planning and Evaluation***

- Oversee the collection of all data by reviewing all contacts.
- Regularly review certification and accreditation standards and implement any changes necessary in consultation with the Clinical Director in order to maintain certification and accreditation.
- Monitors expenditures and works with the Clinical Director and Executive Director to stay within the annual budget.
- Serves as a member of the Management Team and attends Management meetings.

### ***Program Administration***

- In collaboration with the Clinical Director and the Executive Director, provide any necessary reports to funder for the purpose of efficient contract management.
- Responsible for administering the wait list for residential program clients.

### ***Community Outreach and Collaborations***

- Participates in community collaborations relevant to the works of the Hotline.
- Be available to participate in community outreach and education opportunities.
- Maintains a relationship of good standing with the American Association of Suicidology, NAMI NH, the National Suicide Prevention Lifeline and SAMSHA.

- Sits on one of the five subcommittees of the NH State Suicide Prevention Council.

### *Other Duties*

Headrest is a service organization with a relatively small number of employees, requiring flexibility and cooperation among all staff. Employees will need to complete other duties as assigned in order to provide quality community services.

### **Qualifications:**

- Bachelor Degree in related field and two years clinical experience or an equivalent level of education and/or experience.
- Experience in crisis intervention, suicide prevention and/or Hotline work preferred.
- Strong organization and communication skills.
- Supervisory experience preferred.
- Physical Requirements: Ability to climb stairs (safety drills, etc); lift and carry up to 25 pounds.

### **Salary Level and Exempt Status:**

This is a non-exempt position with a starting hourly wage of \$15-17.

### **Requirements:**

### **Responsibilities:**

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**How to Apply:**

Send Resume and Cover Letter to [cameron.ford@headrest.org](mailto:cameron.ford@headrest.org)

**Job Location:**

Lebanon