



POSITION DESCRIPTION

1. Position Identification:

Title:	Manager-Crisis Intervention Services
Job Location:	7 Vieux Carre Drive East St. Louis IL.
Reporting Relationship:	Chief Executive Officer
Salary:	Commensurate with experience
Employment Status:	Non-Exempt Salary

2. General Description:

The Manager of Crisis Intervention is responsible for services, program management and day-to-day oversight of all crisis intervention services provided at the HUB. The Manager of Crisis Intervention Services will directly supervise all Crisis Intervention case management staff and volunteers.

The ideal candidate for this position will have strong decision-making leadership skills, as well as budget oversight, data analysis and evaluation. The Manager of Crisis Intervention Services will serve as a member of the CUP management team and will lead and participate in the agency's strategic planning and other organizational development activities. The Manager of Crisis Intervention Services will report directly to the Chief Executive Officer and will be a member of the Program Committee.

3. Responsibilities:

- Ensure processes are in place so that staff are properly trained and receive regular supervision, coaching and support.
- Ensure program services are of the highest quality standards.
- Maintain a system of data collection, outcome measurement, performance feedback and response and data-driven decision-making in coordination with Performance Management Coordinator.

- Ensure that employee performance standards are maintained, and that agency personnel policies and practices are followed.
 - Participate in new employee orientation and oversee staff training, supervision, and evaluation processes to ensure fidelity to agency policies and high ethical standards are maintained.
 - Assume leadership in the regular monitoring of the program budget and recommend adjustments to meet program needs.
 - Maintain relationship with other community service providers, participate in partnership meetings.
 - Responsible for all reporting requirement related to Crisis Intervention Services. Ensure the accuracy and timely submission of all reports.
 - Oversee processes that ensure client referrals, intake and delivery of services are done in a timely manner and that all related processes and practices are consistent with the CUP values and strive to meet the best interests of current and prospective clients.
 - Maintain volunteer schedule and ensure daily coverage of front desk and food pantry.
 - Assume other related tasks as required by the Chief Executive Office and other Senior Leadership staff.
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4. Qualifications Skills & Knowledge

- Must be committed and well versed in the mission and values of Catholic Urban Programs.
 - Strong programmatic experience (development, execution and management).
 - 4 to 6 years of program level managerial and program operation experience
 - Demonstrate strong interpersonal, decision-making and analytical skills
 - Strong sense of self-direction and initiative.
 - Within scope of work, requires critical thinking skills, decisive judgement and must be able to work independently.
 - Bachelor's Degree in business administration or human services preferred.
 - Weekend's required. (Crisis Intervention Services are offered weekends on a by weekly basis)
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5. Core Competencies:

Manager of Crisis Intervention Services– August 2020
Crisis Intervention:

- Self-Directed
- Change Agent
- Exceptional Team Building Skills
- Delegation skills
- Strong Conflict Resolution skills
- Performance Management
- Development, Execution and Management competencies
- Instinctive

Manager of Crisis Intervention Services– August 2020
Crisis Intervention: