



## **2-1-1/Crisis Hotline Program Director**

Pathways of Central Ohio seeks a dynamic professional to lead its 2-1-1/Crisis Hotline. Pathways is a not-for-profit social service organization established in 1968 and has provided crisis hotline and information and referral (2-1-1) services since 1970. The 2-1-1/Crisis Hotline currently serves Licking and Knox Counties with both 2-1-1 and crisis hotline services. It provides 2-1-1 services to Muskingum, Perry, Morgan, Washington, and Pickaway Counties. And, it provides crisis hotline services to Marion County and afterhours 2-1-1 services to Richland County. Multiple Licking and Knox County organizations rely on the 2-1-1/Crisis Hotline for afterhours answering services.

**Note: Pathways does not bill Medicaid for service. Therefore, there are no billable hours required with this position!**

### Job Description

The 2-1-1/Crisis Hotline Program Director's primary responsibilities involve direct supervision of the 2-1-1/Crisis Hotline staff and management of the program, which delivers services 24/7/365. The 2-1-1/Crisis Hotline currently employs eight full-time, seven casual staff. The Program Director performs all aspects of personnel management and responds to after-hours calls from staff. While not assigned a permanent shift, the Program Director may periodically take a shift.

Within the scope of work is oversight of the contact and resource database, ReferNET, used to support the program. Equally important is maintaining the program's AIRS (Alliance of Information and Referral Services) Accreditation and Ohio Department of Mental Health and Addiction Services (OhioMHAS) certification as a Behavioral Health Hotline and Referral and Information Line. The program is also a participating center of the National Suicide Prevention Lifeline. The Program Director also actively participates in fiscal oversight and the annual program budget process, produces monthly quality assurance and call data reports, assists with grant writing, and manages the technology related to the program including phone and hardware needs.

Outside the agency, the Program Director represents the agency on relevant committees and shares data with the community regarding unmet needs and advocates for needed services. In addition, the 2-1-1/Crisis Hotline plays a role in local disaster response with the Program Director as the primary in-house coordinator. Finally, the program director helps coordinate community outreach efforts to inform the public about the 2-1-1/Crisis Hotline.

### Qualifications

- BS/BA degree in social work or social sciences required
- Licensure as a Social Worker with the State of Ohio required at a minimum
- Computer proficiency required

- Experience with call center telephony preferred
- Three years direct supervisory experience required
- Experience with program budget development and oversight preferred
- 2-1-1 and/or behavioral health hotline experience preferred
- Experience with ReferNET or similar databases preferred
- Experience in program development/coordination and grant management preferred
- Familiarity with the health and social service network in the counties served preferred

### How to Apply

Please send a cover letter, resume, and a list of three current references in MS Word or .pdf file to [mail@pathwaysco.org](mailto:mail@pathwaysco.org). Cover letters, resumes and the reference list may also be mailed to: Search Committee, Pathways of Central Ohio, 1627 Bryn Mawr Dr., Newark, OH 43055. This job posting and the job application are available at [www.pathwaysofcentralohio.org](http://www.pathwaysofcentralohio.org). Resumes will be accepted until the position is filled. **No phone calls or walk-ins please.**

*Pathways of Central Ohio complies with all applicable federal and state nondiscrimination laws, rules, regulations, and guidelines. All qualified applicants shall receive consideration for employment without regard to race, color, religion, ancestry, sex, national origin, veteran status (Vietnam Era, Desert Storm/Shield or disabled), disability, political affiliation, or age (40 years or more). Discriminatory employment practices against anyone are prohibited.*

*Pathways of Central Ohio is a contract agency of Mental Health & Recovery for Licking and Knox Counties, the United Way of Muskingum, Perry and Morgan Counties, the United Way Alliance of the Mid-Ohio Valley, the Washington County Behavioral Health Board, the Pickaway County Health District and the Crawford-Marion ADAMH Board. It is a partner agency of the United Way of Licking County and the United Way of Knox County. Pathways is funded in part by the Ohio Department of Mental Health and Addiction Services, the Licking County Foundation, Licking Memorial Hospital, Park National Bank, and the Ohio Department of Health.*