

Bay Area Turning Point, Inc.

Job Title: Crisis Intervention Manager	Job Code: Client Services
Department: Client Services Program	Reports to: Operations Director
Effective Date: 4/27/2022	FLSA Status: Exempt Pay Rate: \$50,000 annually

Position Overview:

HOURS: 40 hours weekly minimum or as necessary to achieve program objective, tasks, activities, responsibilities and to effectively document outcome measures and variations. Have the flexibility to work both business (8:00 am - 5:30 pm) and untraditional hours to meet the needs of the program.

SUMMARY DESCRIPTION OF POSITION:

The Crisis Intervention Manager is responsible for managing the crisis case management team for both hotel and shelter programs for those.

Essential Duties and Responsibilities:

- Review caseloads with case managers; provide guidance and oversight to case managers; staff cases regularly.
- Lead in crisis response to residents entering residential program.
- Provide support to the case management team in creating case plans to include goal setting.
- Approve purchase requests for financial assistance for clients, i.e. gas cards, bus tokens and Door Dash cards, based on agency budget
- Oversee coordination of events, workshops, and programs for residents
- Be knowledgeable of community resources; Attend assigned networking meetings monthly
- Ensure accurate documentation in client database
- Serve as an advocate on-call on a rotation schedule
- Collaborate with other public resources to get the best results possible for each family
- Ensure each new resident has completed case management within 72 hours of intake and allow availability of a minimum of once weekly thereafter to facilitate goal setting and safety planning
- Assist with providing shelter and hotline coverage
- Provide coordination of services for clients in the shelter
- Demonstrate leadership, communication, and problem-solving skills in a manner which encourages and empowers residents to seek remedies for positive changes
- Other duties as assigned

Required Skills and Qualifications:

- 4-year degree in a related field and 2 years of related experience; or, 6 years of evidenced successful experience in a related setting; prior experience in management preferred
- Sensitivity regarding the issues of family violence and sexual assault and ability to remain calm in crisis situations; understand residential programs and dynamics of communal living
- Ability to lift/carry/move a minimum of 40 lbs for an extended distance
- Must have a clean driving record/ have automobile insurance coverage and be insurable/ have at least 3 years of verifiable driving experience

I have read and understand the essential job functions that have been outlined in the above job description for Bay Area Turning Point.

Employee Signature

Date

Supervisor's Signature

Date

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.