



## **JOB POSTING**

**POSTING DATE:** February 17, 2017  
**POSITION:** Emergency Mobile Psychiatric Services (EMPS) Program Manager  
**HOURS:** Monday through Friday, 8:00 a.m. – 4:30 p.m.; Full-Time (40 hrs)  
**JOB GRADE:** 17

### **POSITION SUMMARY:**

The Emergency Mobile Psychiatric Services (EMPS) Program Manager is responsible for overseeing statewide contact center operations for EMPS requests in a 24/7 contact center environment. The EMPS Program Manager provides crisis assessment, intervention, and stabilization services for youth under the age of 18 during after-hours of operation. This position serves as the liaison between the EMPS Program and community-based providers of EMPS services and Department of Children & Families. This position strives to fulfill the mission of United Way of Connecticut (UWC) at all times while at work.

### **Essential Functions:**

- In concert with the Director of 2-1-1 Contact Center Operations, establishes objectives for the EMPS Program and plans for their accomplishment. Makes decisions regarding hiring, training, performance and disciplinary actions.
- Provides clinical consultation to Contact Center staff handling EMPS and 2-1-1 crisis intervention calls.
- Provides crisis assessment, intervention and stabilization services for youth under the age of 18 during after hours, weekends and holidays.
- Conducts intake interviews, preliminary assessment, and follow-up services with the client.
- Serves as the primary contact between the EMPS Program and community based providers of EMPS services.
- Serves as the primary contact between the EMPS Program and Department of Children & Families program managers overseeing EMPS clinical operations.
- Establishes and revises EMPS Program protocols through best practices and quality assurance initiatives.
- Reviews trends and patterns associated with data transfer to EMPS providers. Works with Manager of Quality Assurance & Training to make enhancements and improvements as needed as part of the quality assurance process.
- Works with 2-1-1 Contact Center management to set goals, objectives and strategies for increased program effectiveness and make recommendations for continual process improvements.
- Leads the development of cross training programs for internal departments that interact with the contact center on a day-to-day basis to provide optimal assistance and resources for our clients and their needs.
- Prepares annual report and fulfills 2-1-1 data requests as needed.
- Functions as back-up to Director of 2-1-1 Contact Center Operations and Manager of Quality Assurance & Training as needed, providing guidance and support to 2-1-1 Contact Center Supervisors.

### **Other Functions:**

- Provides telephone coverage, when needed, to keep skills current and enhance knowledge of issues and software functions.
- On a rotating basis, is responsible for after hours, weekend and holiday on-call coverage for stabilization clinical services, emergencies, information and referral and staff vacancies.
- Performs other duties as assigned.

## **QUALIFICATIONS AND SKILLS REQUIRED:**

- Master's degree in psychology, social work, marriage and family therapy or counseling with five years' experience including the delivery and oversight of community mental health services for children and families required.
- Licensed in social work, marriage and family therapy or psychology in the State of Connecticut required.
- Must obtain certification as an Information and Referral Specialist through the Alliance of Information and Referral and as a Crisis Worker through the American Association of Suicidology when eligible.
- Knowledgeable about all 2-1-1 programs and critical data systems and services in addition to crisis intervention.
- Minimum of three years' demonstrated supervisory experience required.
- Knowledge, familiarity, and/or experience with contact center operations.
- Demonstrated ability to train staff in crisis assessment and crisis stabilization.
- Working knowledge of contact center technology and supporting software systems.
- Proficiency with MS Office and subsidy program applications required.
- Demonstrated ability to organize, prioritize and plan work activities, develop and successfully complete realistic action plans.
- Assertive, self-directed; able to work without supervision.
- Excellent communication skills; able to communicate effectively and articulate verbally, in writing and through presentations.
- Ability to maintain a high level of confidentiality in day-to-day duties.
- Ability to work and produce in a team environment.
- Strong customer focus in all tasks and activities, even while under pressure.
- Ability to relate well with people from diverse groups.
- Solid critical thinking and problem solving skills.
- Adept at conflict resolution and de-escalation of customer service issues.
- Ability to perform job with integrity and values consistent with the UWC Mission.

### **TO APPLY:**

Submit resume and cover letter explaining how you qualify  
via email to [recruitment@ctunitedway.org](mailto:recruitment@ctunitedway.org).

### **DEADLINE FOR SUBMISSION OF RESUME AND COVER LETTER:**

**April 19, 2017**

As a VEVRAA Federal Contractor, United Way of Connecticut, Inc. desires priority referrals of protected veterans for positions at its location at 1344 Silas Deane Hwy, Rocky Hill, CT 06067.

Any questions may be referred to [Recruitment@ctunitedway.org](mailto:Recruitment@ctunitedway.org).

United Way of Connecticut is an Affirmative Action/Equal Opportunity Employer.

Male/Female/Disability/Veteran

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