



Director of Crisis Services

For 50 years, the National Runaway Safeline (NRS) has responded to youth and families in crisis, serving as the national communications system for runaway and homeless youth. NRS continually transforms technology, training and services to meet the current needs of vulnerable youth and ultimately achieve an end to youth homelessness. Through its mission to keep America's runaway, homeless and at-risk youth safe and off the streets, NRS provides critical crisis intervention and resources for youth and families 24 hours a day, 365 days a year via a hotline, chat, emails and an online forum. Based in Chicago, NRS serves youth and their families from across the U.S.

NRS seeks an experienced Director of Crisis Services (DCS) who is passionate about its mission. The DCS reports to the Chief Program Officer and plays an instrumental role on the Senior Leadership Team. Charged with supervising the day-to-day operations of the Crisis Services Center (CSC) and supervision of the 20–25-person Crisis Services Team, the ideal candidate will have 5+ years of experience in social service, crisis intervention, call center management or a related field. This Chicago-based position is temporarily remote. Evening and weekend hours will be required.

Key Responsibilities:

- Manage NRS Crisis Services programmatic operations and outcomes, including annual program planning, 24/7 service operations (phone, chat, forum, email), staff recruitment, hiring, and training efforts
- Evaluate performance of the Crisis Services Team and its program effectiveness
- Supervise the Crisis Services Team, allowing for regular and open communication, identifying pathways for growth, and engaging in consistent and proactive problem-solving to improve efficiency of workflows
- Drive continuous quality improvement and ensure that services are delivered consistently, adhere to best practices and follow CSC standards and protocols
- Serve as the on-call manager once per month, and provide back-up assistance and support as needed for the Crisis Services Center
- Establish, monitor and enforce all operational and service policies, procedures, standards, protocols and guidelines for crisis management, imminent risk and other emergent situations
- Lead weekly Crisis Services Team meetings; manage the team schedule to ensure adequate and consistent coverage
- Facilitate data collection and reporting efforts; identify opportunities for improvement in training, quality assurance and professional development for the Crisis Services Team
- Work in collaboration with the NRS technology team to improve CSC functions and communications; identify and implement new technology solutions
- Assist with compiling operational data for grant applications and reports, donors, media and other requests
- Represent the National Runaway Safeline at community partner meetings

Position Summary

Posted: 4/2021

Salary Range: \$70k-\$80k

Location: Chicago, IL

Qualifications & Skills:

- LCSW or similar certification preferred
- 5+ years of experience in social services, crisis intervention, call center management or related field; at least 4 years in program management
- Excellent written and verbal communication skills; ability to give and receive constructive feedback
- Ability to work well under pressure and maintain composure in stressful situations
- Proven success in building and managing a diverse service delivery team
- Project management expertise; ability to prioritize multiple requests and consistently meet deadlines in a fast-paced environment
- Goal-oriented and data-driven with strong follow-through
- Ability to exercise good judgement, make decisions independently and problem solve creatively in complex situations
- Demonstrated leadership capacity; ability to think critically
- High level of comfort working with business technology including Microsoft Office Suite and Adobe; experience with CRM or data analysis software preferred
- Passion and commitment to the operational goals and mission of National Runaway Safeline

To apply, please submit a resume & cover letter to **Jamie Perry, Evolve Giving Group:** jamieperry@evolvegg.com

NRS is an equal opportunity employer and will not discriminate against any employee or applicant based on race, color, creed, religion, gender, sexual orientation, national origin, age or disability.

