



**CRISIS CENTER, INC.**

**POSITION DESCRIPTION**

**Project Manager / RECOVERY RESOURCE CENTER**

**Full-Time/remote 4 days a week/in-office 1 day**

**PURPOSE**

The Project Manager will administer the day-to-day management and quality assurance of the Recovery Resource Center client database and reporting system. The Project Manager will help to optimize capacity planning and productivity for Recovery Resource Center programs and initiatives. The Project Manager will use software for scheduling, client intake and assessment, and data monitoring. The Project Manager will be tasked with organizing and reporting data to fulfill grant requirements and collaborate with community partners.

**WORKING RELATIONSHIPS**

- Reports directly to Program Director.
- Reports periodically to Crisis Center Executive Director.
- Attends meetings with Recovery Resource Center leadership, CHIPSS database developers and community partners.

**QUALIFICATIONS**

- BA/BS with relevant experience.
- Previous experience in or familiar with crisis response, substance use disorders, mental/behavioral health, or equivalent preferred.
- Minimum of 2 years project reporting experience preferred.
- Proficient in MS Office (Excel, Teams, Word, etc.) and Google Workspace, familiarity with modern databases and information systems technologies.
- Excellent interpersonal, management, and collaboration skills
- Excellent understanding of data administration and management functions (collection, analysis, distribution etc.)
- Ability to effectively address any issue in collaboration with others as appropriate; ability to proactively anticipate problems and opportunities, and confidence to use initiative to pursue solutions.
- Comfortable building reports, charts, graphs to conduct analysis and share performance data.
- Strong analytical and troubleshooting/problem-solving skills.
- Ability to represent Crisis Center, Inc. in communications with funding sources.

## **DUTIES AND RESPONSIBILITIES**

1. Daily reporting and data extraction
2. Pull data from client intakes and assessments and organize into action reports.
3. Ensure peer support specialists maintain accurate and detailed client records.
4. Assist the Program Director in running reports or other required information.
5. Support others in daily use of data systems.
6. Create and enforce policies for effective data management.
7. Provide Quality Assurance review of client records and intake process.
8. Ensures contract compliance including: providing consistent quality assurance, monitoring data and ensuring timely and appropriate reporting.
9. Coordinate with leadership team to identify staff needs and remediation of skills.

**If interested in this position, please e-mail resume and cover letter to John Bayles, Recovery Resource Center Program Director at [jbayles@crisiscenterbham.org](mailto:jbayles@crisiscenterbham.org).**