



CRISIS CENTER, INC.
POSITION DESCRIPTION
988 ADMINISTRATIVE MANAGER

PURPOSE

To ensure the efficient administrative operation of 988. The Program Administrative Manager provides administrative leadership, compliance support, policy coordination, and executive assistance for the 988 Call Center Program. This role works closely with the 988 Operations Manager to support program administration, organizational continuity, reporting, and internal coordination. The Program Administrative Manager also provides administrative leadership support in the Director's absence, as delegated.

WORKING RELATIONSHIPS

- Reports directly to the 988 Director of Operations
- Reports periodically to Crisis Center Executive Director
- Reports periodically to ADMH, JBS, and Vibrant Emotional Health
- Assist in partnering with the Alabama Department of Mental Health
- Collaborate with the Jefferson, Blount, St. Clair Mental Health Authority

QUALIFICATIONS

- Bachelor's degree preferred in Business Administration, Healthcare Administration, Behavioral Health, Public Administration, or related field.
- Minimum of 2–3 years of leadership, healthcare, behavioral health, call center, or administrative experience preferred.
- Strong organizational, communication, documentation, and leadership support skills.
- Ability to maintain confidentiality and professionalism in a fast-paced environment.
- Crisis management experience preferred.
- Organized and able to perform duties efficiently.
- Demonstrates ability to always act professionally as a representative of the agency.
- Confident, articulate, and professional speaking ability.
- Strong negotiation and mediation skills.

DUTIES AND RESPONSIBILITIES

- Assist with administrative leadership and program coordination.

- Support policy implementation and compliance monitoring.
- Coordinate audit preparation and documentation reviews.
- Collaborate with Human Resources regarding onboarding, documentation, and training tracking.
- Prepare executive reports, summaries, and administrative documentation.
- Assist with incident review follow-up and quality improvement coordination.
- Support organizational communication and leadership continuity when the Director is unavailable.
- Work collaboratively alongside the Operations Manager to support program effectiveness.
- Coordinate special projects and leadership initiatives as assigned.
- Works collaboratively with individuals in crisis and respects their right to be involved in their care and other related decisions.
- Requests and connects with local mental health center crisis team for intervention assistance as needed.
- Documents and maintain accurate, thorough records of all telephone interventions transacted during the work shift.
- Attend staff meetings as necessary.
- Train to work the lines as needed and knowledgeable of Vibrant and ADMH expectations.
- Assists with other projects and performs other duties as requested by the Operations Manager, or the Executive Director.
- Works closely and effectively with other Program Coordinators to ensure a coordinated effort between programs.
- Participates in shared projects where appropriate and consults with other professionals where appropriate.
- Other duties as assigned by the 988 Director, or Executive Director.

The Crisis Center is an equal opportunity employer where an applicant's qualifications are considered without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or any other basis prohibited by law.

***If interested, please send your resume and cover letter to Daisy Delmore, 988 Program Director, at ddelmore@crisiscenterbham.org**

Job Type: Full-Time Salary Position

Pay: \$50,000 Annually