



CRISIS CENTER, INC.
POSITION DESCRIPTION
988 Director of Operations

PURPOSE

The 988 Director of Operations provides operational leadership for the Crisis Center's 988 services to ensure continuous, timely, high-quality crisis response. This position oversees daily service delivery, staffing coverage, performance monitoring, quality assurance, compliance, documentation standards, and coordination with internal teams and external crisis system partners. The Director supports a trauma-informed, person-centered response model that promotes safety, de-escalation, effective referrals, and consistent adherence to 988 Lifeline expectations and agency standards.

WORKING RELATIONSHIPS

- Reports directly to the Executive Director
- Reports periodically to the Deputy Director
- Works collaboratively with 988 Operations Manager and Administrative Manager
- Works in coordination with Alabama Department of Mental Health (ADMH), Vibrant Emotional Health, and JBS Crisis Care Center partners
- Serves as a key leadership representative of Crisis Center in regional and state 988 initiatives
- Interfaces with 911 dispatch partners, community mental health providers, and mobile crisis teams

QUALIFICATIONS

- Master's degree required in Psychology, Counseling, Social Work, Public Health, or a related behavioral health field.
- Minimum of three to five years of leadership experience in crisis intervention, behavioral health, or call center operations.
- Minimum of two years of supervisory or program management experience in a crisis or behavioral health setting.
- Strong knowledge of suicide prevention, crisis de-escalation, trauma-informed care, behavioral health systems, and 988 Lifeline policies.
- Demonstrated ability to manage high-volume crisis operations in compliance with Vibrant Emotional Health standards, documentation requirements, confidentiality expectations, and HIPAA requirements.

- Skilled in staffing models, performance management, quality assurance, operational metrics, workflow improvement, and reporting.
- Strong clinical judgment in high-risk situations involving suicide, homicide, sexual trauma, substance use crises, and other behavioral health emergencies.
- Excellent written and verbal communication, leadership, negotiation, mediation, and conflict resolution skills.
- Organized, detail-oriented, professional, and able to maintain sound judgment in high-stress environments.
- Strong competency and experience with Microsoft Office suite.
- Completion of Crisis Center, Inc.'s required 988 crisis and suicide prevention training and all related exams with a minimum proficiency score of 90%.

DUTIES AND RESPONSIBILITIES

- Direct daily 988 operations to ensure timely, consistent, and high-quality crisis response across phone, chat, and text services.
- Ensure correct staffing schedules, coverage plans, and contingency procedures to support continuous service delivery and required response standards.
- Monitor operational performance, including answer rates, response times, abandonment rates, documentation completion, quality indicators, and follow-up requirements.
- Follow and ensure staff adherence to all Crisis Center policies and procedures, all 988 Lifeline procedures and expectations, Vibrant standards, ADMH requirements, JBS expectations, and applicable HIPAA and confidentiality requirements.
- Supervise, coach, and support 988 leadership staff and call specialists to promote consistent performance, professional development, and staff accountability.
- Coordinate hiring, onboarding, training, scheduling, performance management, and corrective action processes in partnership with Human Resources, management and Crisis Center leadership.
- Oversee quality assurance activities, including call review, documentation review, coaching plans, trend analysis, and follow-up on performance concerns.
- Review complex or high-risk crisis interactions and provide guidance on safety planning, de-escalation, mandated reporting, emergency intervention, and referral coordination.
- Oversee and maintain accurate operational records, staffing reports, incident documentation, contract deliverables, training records, and performance reports.
- Develop, review, and update operational procedures, workflows, desk guides, and training materials to support consistent service delivery.
- Coordinate with IT, finance, facilities, Human Resources, and administrative staff to resolve technology, payroll, purchasing, workspace, and operational needs.
- Lead staff meetings, operations huddles, supervision meetings, and debriefings to address service needs, staffing concerns, performance trends, and critical incidents.
- Maintain operational readiness for emergencies, staff shortages, technology outages, weather events, high-volume periods, and other service disruptions.

- Collaborate as needed with Mobile Crisis Teams, 911 dispatch partners, community providers, ADMH, Vibrant Emotional Health, and JBS Crisis Care Center partners to support coordinated crisis response.
- Represent Crisis Center in required stakeholder meetings, board meetings, community meetings, trainings, conferences, and workshops as needed.
- Support budget tracking, supply needs, staffing projections, and operational planning related to 988 program growth and sustainability.
- Provide direct crisis support by being available as needed during emergencies, staffing shortages, high-volume periods, or other operational needs.
- Perform other duties and special projects as assigned by the Executive Director or Deputy Director.
- Must be able to sit at desk for long periods of time and work on-site at our Birmingham office.

EQUAL OPPORTUNITY EMPLOYER

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.

APPLICATION INFORMATION

Interested applicants should submit a resume and cover letter to Ana Sullivan (Executive Director) at asullivan@crisiscenterbham.org.

JOB DETAILS

Job Type: Full-time, salaried

Pay: \$65,000-\$74,000, based on experience

Work Location: Crisis Center office in Birmingham, AL