

Job Description: Crisis Team Manager

Position Summary:

Under the supervision of the Executive Director (ED), the Crisis Team Manager (CTM) has the overall responsibility to manage assigned territory or territories and volunteers. Below is a list of basic job duties to be followed by a CTM. There may additional responsibilities that are similar in nature that may be included.

Essential Duties and Responsibilities:

- Train, evaluate, supervise and retain volunteers.
- Recruit volunteers using advertising, solicitation, attending presentations and community events.
- Facilitate mandatory Continuing Education (CE) Meetings.
- Coordinate and participate in the TIP Training Academies as referenced in the Academy Responsibility Breakdown Document.
- Be prepared to be “on call” in case of a critical incident and be back up on the schedule if a volunteer is not available.
- Sign up and complete one 12-hour on-call shift per month on the volunteer schedule. On call pay policy will apply if called out to a scene.
- Act as a liaison with emergency responder partner agencies and other contracted agencies on an annual basis.
- Serve as a reference and resource advocate for clients.
- Assist in the coordination of fundraiser(s), the Volunteer Appreciation Event, and other events.
- Maintain all statistical records.
- Submit monthly activity report.
- Attend and participate in scheduled staff meetings, trainings, TIP events.
- Identify and resolve problems and complaints of volunteers, clients, public figures, partner agencies (etc) and notify ED of potential issue.
- Respond to major critical incidents and communicate with the ED in the coordination of the critical incident.
- Help identify volunteers interested in taking on leadership roles in TIP.
- Delegate leadership roles to volunteers and provide support and monitoring of assigned roles.
- Debrief volunteers and complete tasks with call reports within set time parameters.
- Perform other duties as assigned by the Executive Director.

Job Related Qualifications:

- Maintain current and unrestricted Driver's License
- Maintain and provide proof of auto insurance
- Pass a live scan background check
- Must reside in geographic area or territory
- Able and willing to work flexible hours. Some evening and weekend work required.

Job Skills, Knowledge, Abilities:

- Ability to multitask, prioritize assignments, and provide excellent customer service.
- Read, write, spell and communicate clearly.
- Maintain professional image in public as well as through social media and email correspondence.
- Work productively, both independently and collaboratively with others.
- Follow verbal and written instructions.
- Responsible for confidential and time-sensitive material.
- Proficiency with Microsoft Office, Mac Computers, and other related technological applications.
- Ability to learn database systems for data entry.
- Self-motivated.
- Commitment to excellence.
- Possesses strong leadership skills and has characteristics of servant leadership.
- Ability to delegate tasks appropriately.
- Ability to communicate and establish working relationships with all groups of people.
- Has multicultural sensitivity.
- Flexible in nature to handle other duties, high crisis situations, and new projects.
- Ability to analyze and resolve specific problems.

Physical Requirements:

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. Must be able to work independently, communicate effectively, and lift up to 20lbs (with or without assistance). This position also may require long periods of sitting, standing, walking, and hand/eye coordination for keyboard data entry and viewing data on a computer monitor.

Employment At-Will:

Employment at Trauma Intervention Programs of San Diego County, Inc. is an at-will agency meaning either TIP or the employee may terminate the employment relationship at anytime, for any reason, with or without advance notice.

Nothing contained in this job description or any other communication (written or verbal) the employee received is intended to be, nor should it be, construed as a guarantee that employment or that any benefit will be continued for any period of time. Compensations information provided to an employee, whether stated in hourly, bi-monthly, annual, or other terms, is not intended nor does it constitute an employment contract or agreement for any specific period of time.

No manager, supervisor, or employee of TIP has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed. This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.

Pay:

Approximately 25 hours/week, \$14.50-\$16.00/hour

How to Apply:

To apply for this position, please send a cover letter and your most recent resume to info@tipsandiego.org