

Project Description

New York, NY

15 Months to Permanent

The Gulf Coast Oil Spill Coping Hotline (GCOSCH) is a disaster mental health response service that is delivered through a network of crisis intervention call centers located in the disaster affected areas. The Hotline is administered through the Mental Health Association of New York City via Link2Health Solutions, their subsidiary, who has the existing telephony, IT technology and other technical expertise that will support the launch of this new network.

This project offers a unique opportunity for team members to participate in creative and meaningful work in support of those suffering with the emotional after effects of the economic and environmental damage resulting from the April 20, 2010 Deepwater Horizon oil well explosion and subsequent massive oil spill in the Gulf of Mexico. Services will be delivered through the telephone hotline network, SMS communications and additional new media technology including social networking platforms created to reach a broad range of affected individuals in the Gulf Coast region affected by the oil spill.

Qualified job applicants will be invited to join the launch of the GCOSCH for a 15 month time frame to provide the IT technology, communications and training needs of the administrator and the participating crisis intervention call centers, with the possibility of the position becoming permanent.

Routing Operations Manager

The Routing Operations Manager (ROM) will act as primary manager of the GCOSCH telephony and SMS routing systems to ensure that all calls/SMS messages are being answered in a timely fashion.

Job Description

Title: Routing Operations Manager (ROM)

Description of Duties and Responsibilities: Update and monitor routing of GCOSCH calls and SMS messages. Create reports to analyze connectivity and monitor crisis center performance, providing technical assistance to crisis centers as appropriate. Design mechanisms for efficient, regular data reporting from GCOSCH centers. Generate reports on data collected from centers. Provide additional support to Project Director as needed.

Supervisory Relationships: Reports directly to the National Suicide Prevention Lifeline IT Director with general oversight for all Gulf Coast Oil Spill Coping Hotline functions provided by the Director of the GCOSCH.

Qualifications/Skills/Knowledge Required:

- 3 years' experience in data processing/analysis
- Strong database use and maintenance experience
- Data collection and management
- Excellent communication skills to maintain relationships with crisis centers
- Proficient use of MS Excel and other Office products

- Quality assurance experience

Desired Qualities:

- 2 years' professional experience in managing communications technologies in human or health service settings (telephony/SMS)
- Familiarity with data-driven reporting software

Personal Qualities: Detail-oriented, organized, persistent.

The qualified applicant will spend some of their time interacting directly with the IT, Communications and Administrative staff located at the networked crisis call centers throughout the Gulf Coast region. The applicant must exhibit attention to the stress and urgency of the identified service delivery and act to respond with immediate communications (where assigned) and swift resolution/troubleshooting in support of the crisis center operations. Interactions with the crisis center staffs must be calm, supportive and professional even under stressful conditions.

Travel: less than 5%

Schedule: 100%, 35 hours per week

Please send resumé, cover letter and salary requirements to nspl@mhaofnyc.org. No phone calls please.