



<https://www.turnaroundinc.org/job/director-of-crisis-and-service-navigation/>

Director of Crisis and Service Navigation

Description

The **Director of Crisis and Service Navigation** provides strategic and operational leadership for TurnAround's front-line survivor response programs, including the 24/7 helpline and text line, emergency shelter services, intake coordination, and short- and long-term advocacy and case management services for survivors of sexual violence, intimate partner violence, and human trafficking.

This key leadership role is responsible for ensuring a seamless, trauma-informed, survivor-centered client experience from the first point of contact through engagement in ongoing supportive services. The Director oversees program quality, staff supervision, crisis response practices, service coordination, program outcomes, and continuous improvement efforts to ensure survivors receive timely access to safety, stabilization, advocacy, and supportive resources.

The Director works collaboratively across departments to ensure programs align with TurnAround's mission, trauma-informed values, licensing and funding requirements, and best practices in victim services.

[Learn More](#)

Hiring organization

TurnAround, Inc.

Employment Type

Full-time

Job Location

Towson, Maryland

Working Hours

This position operates in a professional office and residential services environment with potential for hybrid work flexibility as approved by agency leadership. Regular availability during standard business hours is expected, with occasional evening or weekend responsibilities to support crisis response operations and emergency consultation needs.

Base Salary

\$ 110,000 - \$ 120,000 (based on licensure and experience)

Date posted

July 13, 2026