



Position Title: Director of Crisis and Service Navigation

Location: Towson, MD

Reports to: Chief Operating Officer

Salary: \$110,000 - \$120,000 (based on education and experience)

Summary

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.

Essential Duties and Responsibilities

Program Leadership & Oversight

- Provide leadership and oversight for:
 - 24/7 crisis helpline and text response services
 - Emergency shelter and crisis stabilization services
 - Intake and screening services
 - Short- and long-term advocacy and case management services
- Ensure programs operate in alignment with trauma-informed, survivor-centered, culturally responsive, and empowerment-based practices.
- Oversee the client experience across all assigned programs to ensure services are accessible, compassionate, coordinated, and responsive to survivor needs.

- Develop and implement strategies that improve service delivery, engagement, responsiveness, and client outcomes.
- Monitor program capacity, service utilization, response times, and workflow efficiency.

Crisis Response & Emergency Services

- Ensure survivors contacting the helpline, text line, or emergency shelter receive timely crisis intervention, safety planning, emotional support, and resource coordination.
- Oversee implementation of trauma-informed crisis response practices across all crisis services staff and volunteers.
- Ensure shelter assessments, crisis check-ins, and clinical support services are coordinated appropriately.
- Participate in internal crisis response meetings and provide leadership during complex or high-risk situations.
- Support staff in responding to emergency situations, mandated reporting concerns, suicidality, mental health crises, domestic violence, sexual assault, trafficking-related concerns, and shelter safety issues. Ensure that staff are connecting to the clinical program for mental health concerns.
- Ensure proper documentation, follow-up, and coordination of emergency response services.

Intake, Access & Service Coordination

- Oversee intake and screening procedures to ensure survivors are connected efficiently to appropriate services and levels of care.
- Ensure intake practices align with program eligibility, clinical best practices, survivor autonomy, and agency protocols.
- Lead efforts to reduce barriers to service access and improve continuity of care between programs.
- Monitor referral pathways, connect with the clinical director to discuss waitlists, monitor program capacity, and service transitions.
- Collaborate with internal departments and external partners to strengthen coordinated care and service navigation.

Supervision & Team Leadership

- Provide supervision and support to assistant director role.
- Lead regular individual supervision and team meetings focused on program operations, staff development, case coordination, and client care.
- Promote a positive, accountable, collaborative, and trauma-informed team culture.
- Oversee staff onboarding, orientation, training, coaching, and performance management.
- Identify professional development opportunities and support staff growth and leadership development.
- Ensure staffing schedules and coverage support 24/7 program operations.

Quality Assurance & Program Development

- Monitor program effectiveness, client engagement, and service outcomes using data-informed practices.
- Ensure compliance with licensing requirements, grant obligations, agency policies, confidentiality standards, and victim service best practices.
- Review program documentation and reporting for quality, consistency, and compliance.
- Identify trends, service gaps, and opportunities for program enhancement and innovation.
- Participate in development and implementation of policies, procedures, and operational improvements.

Community Collaboration & Advocacy

- Represent TurnAround in multidisciplinary meetings, community collaborations, and systems coordination efforts.
- Develop and maintain strong relationships with community partners, referral sources, healthcare providers, law enforcement, child welfare, and victim service agencies.
- Advocate for survivor-centered practices and equitable access to services within community systems.

Grants, Reporting & Administrative Responsibilities

- Collaborate with Finance and Strategic Initiatives teams regarding funding needs, program sustainability, and grant planning.
- Assist with development of grant proposals, program narratives, and grant reports related to assigned programs.
- Monitor program goals, deliverables, and outcome measures.
- Provide programmatic data, reports, and recommendations to leadership as requested.
- Participate in budget planning and monitoring for assigned programs.

Additional Duties

- Participate in agency leadership meetings, strategic planning, and organizational initiatives.
- Assist with staff training related to trauma-informed care, crisis intervention, client engagement, and victim services.
- Support organizational emergency response efforts and after-hours consultation as needed.
- Perform additional duties as assigned by executive leadership.

Supervisory Responsibilities

- Recruit, hire, train, supervise, and evaluate program staff and interns.
- Provide ongoing coaching, mentorship, and leadership development.

- Conduct performance evaluations and implement corrective action or performance improvement plans when needed.
- Approve schedules, leave requests, time sheets, and program-related expenses.
- Ensure staff maintain compliance with required certifications, training, and documentation standards.

Education and Experience

- Master's degree from an accredited university in Social Work, Counseling, Psychology, Human Services, or a related field required.
- Clinical licensure *preferred* (LCSW-C, LCPC, LMSW, LGPC, or equivalent).
- Minimum of 5 years of progressive leadership experience in crisis response, victim services, behavioral health, residential services, or related human services programs.
- Minimum of 5 years of supervisory and staff management experience.
- Experience working with survivors of trauma, sexual violence, domestic violence, and/or human trafficking strongly preferred.
- Demonstrated experience managing complex programs, multidisciplinary teams, and crisis situations.

Knowledge, Skills, and Abilities

- Strong understanding of trauma-informed care, crisis intervention, victim advocacy, and survivor-centered practices.
- Excellent leadership, organizational, communication, and problem-solving skills.
- Ability to manage multiple programs and priorities in a fast-paced environment.
- Strong clinical judgment and ability to respond effectively during crisis situations.
- Ability to analyze program data and implement quality improvement initiatives.
- Strong interpersonal skills with the ability to build collaborative relationships internally and externally.
- Ability to maintain confidentiality and exercise sound professional judgment.

Technical Skills

- Proficiency in Microsoft Office, database systems, virtual communication platforms, and electronic documentation systems.
- Ability to prepare reports, analyze data, and manage program documentation.
- Experience with grant reporting and program outcome tracking preferred.

Work Environment

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.

Travel

- Travel between agency offices, shelters, community partner locations, and meetings within the region is required.
- Reliable transportation and valid driver's license required.

Physical Demands

- Routine office mobility and computer use.
- Ability to respond to onsite program needs and occasional crisis situations.
- Occasional lifting or transport of materials and supplies.

Affirmative Action/ Equal Employment

TurnAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.