



Position: Assistant Director of Crisis Response & Service Navigation

Location: Towson, MD or TBD

Reports To: Director of Crisis Response and Service Navigation

Classification: Exempt

Salary Range: \$90,000-\$100,000 (based on education and experience)

Position Summary

The **Assistant Director of Crisis Response and Service Navigation** supports the Director in the day-to-day leadership and operation of TurnAround's Crisis Response and Service Navigation programs, including the 24/7 Helpline and Text Line, Emergency Shelter Services, Intake and Screening, and Advocacy and Case Management services.

The Assistant Director is responsible for ensuring high-quality daily service delivery, staff supervision, operational coordination, and implementation of trauma-informed, survivor-centered practices. This position serves as the operational leader for assigned programs and services for callers and clients across our office locations and assists the Director with quality improvement, performance management, staff development, and continuous program enhancement.

The Assistant Director works collaboratively with internal departments and community partners to ensure survivors receive timely access to crisis intervention, safety planning, advocacy, shelter, resources and supportive services.

Essential Duties and Responsibilities

Daily Program Operations

- Oversee the daily operations of assigned Crisis Response and Service Navigation programs.
- Ensure smooth access, coordination, and transition between the Helpline, Emergency Shelter, Intake, and Advocacy teams.
- Monitor daily staffing needs for the helpline and ensure adequate coverage for 24/7 operations.
- Respond to operational issues and remove barriers impacting service delivery.
- Assist with after-hours consultation and operational decision-making when needed.
- Ensure continuity of services during staff absences or emergencies.

Crisis Response Leadership

- Provide operational leadership for crisis intervention services.
- Ensure staff are properly trained to respond to:
 - Sexual assault
 - Domestic violence
 - Human trafficking
 - Suicide risk
 - Mental health emergencies
 - Shelter needs

- Mandated reporting situations
- Ensure appropriate safety planning and survivor-centered interventions are implemented.
- Coordinate with Clinical Services regarding mental health concerns and higher levels of care.
- Participate in high-risk case consultations.

Intake and Service Navigation

- Monitor daily intake and referral processes.
- Ensure callers and clients are connected to appropriate services quickly.
- Review intake workflow and identify barriers to access.
- Ensure coordination and transitions between programs occur.
- Monitor waitlists and communicate capacity concerns to the Director.
- Promote efficient and compassionate service navigation.

Case Management & Service Navigation

- Monitor the referral and connection process to ensure survivors are timely linked to appropriate short- and long-term advocacy and case management services based on their identified needs and goals.
- Monitor case management referrals, assignment timelines, and engagement to promote continuity of care and minimize delays in service delivery.
- Collaborate with program managers and staff to ensure smooth transitions from crisis response, emergency shelter, and intake services into ongoing advocacy and case management.
- Identify and address barriers that may prevent callers and clients from successfully engaging in ongoing services, implementing strategies to improve access and retention.
- Monitor program capacity and caseload distribution, making recommendations to the Director to ensure equitable workload distribution and timely access to services.
- Review service navigation processes to ensure callers and clients receive coordinated, trauma-informed, and survivor-centered support throughout their involvement with the agency.
- Utilize program data to evaluate referral completion rates, service engagement, and case management outcomes, recommending operational improvements as needed.
- Partner with internal departments and external service providers to strengthen referral pathways and enhance coordinated care for survivors with complex or multiple service needs.
- Ensure documentation related to referrals, service coordination, and case management connections is accurate, timely, and compliant with agency policies and funding requirements.
- Support supervisors in addressing complex service coordination needs and resolving barriers that impact survivors' ability to access community resources and ongoing support.

Staff Supervision and Development

- Directly supervise assigned program managers and/or frontline staff. Responsibilities include:
 - Individual supervision
 - Team meetings
 - Coaching
 - Performance feedback
 - Scheduling
 - Timecard approval
 - Leave approval
 - New employee onboarding
 - Orientation
 - Training coordination
 - Staff recognition
 - Corrective action documentation

- Develop staff leadership skills and prepare supervisors for increased responsibility.

Quality Assurance and Compliance

- Monitor documentation for quality and timeliness.
- Complete routine file reviews and documentation audits following established frequency.
- Ensure compliance with:
 - Agency policies
 - Licensing regulations
 - Grant requirements
 - Confidentiality standards
 - Victim service best practices
- Work with Quality Assurance Team to track and review operational performance indicators including:
 - Helpline response times
 - Intake timeliness
 - Shelter utilization
 - Service engagement
 - Client satisfaction
- Assist with CAREF, licensing, and grant monitoring activities.

Program Improvement

- Identify opportunities to improve workflows and client experience.
- Assist in developing and implementing policies and procedures.
- Recommend operational improvements using data and staff feedback.
- Support implementation of new initiatives.
- Assist with quality improvement projects.

Administrative Responsibilities

- Assist with budget monitoring.
- Monitor purchasing and program expenses.
- Prepare operational reports.
- Assist with grant reporting.
- Track program documentation and outcomes.
- Review staffing schedules.
- Coordinate operational meetings.

Community Collaboration

- Represent TurnAround at community meetings when assigned.
- Build collaborative relationships with:
 - Hospitals
 - Law enforcement
 - Community providers
 - Emergency shelters
 - Social service agencies
- Participate in coordinated community response efforts.

Leadership Responsibilities

- Serve as acting Director during the Director's absence.
- Support implementation of agency strategic initiatives.
- Promote a positive, trauma-informed workplace culture.

- Participate in leadership meetings.
- Assist with emergency preparedness and organizational response efforts.
- Perform other duties as assigned.

Education and Experience

Required

- Bachelor's degree in Social Work, Human Services, Psychology, Counseling, Criminal Justice, or related field. Master's degree preferred.
- Minimum 4 years of experience in victim services, crisis response, behavioral health, shelter services, or related human services.
- Minimum 3 years of supervisory experience.
- Experience supervising multidisciplinary teams.
- Ability to meet background clearance requirements.
- Must possess own vehicle, license and insurance as travel from site to site is required.

Preferred

- Experience with survivors of:
 - Sexual violence
 - Domestic violence
 - Human trafficking
- Experience in nonprofit program operations
- Experience with quality improvement initiatives

Knowledge, Skills, and Abilities

- Knowledge of trauma-informed care
- Crisis intervention principles
- Victim advocacy
- Program operations
- Staff supervision
- Conflict resolution
- Strong organizational skills
- Excellent communication skills
- Ability to prioritize multiple demands
- Strong problem-solving skills
- Ability to analyze program performance data
- Sound professional judgment
- Commitment to diversity, equity, inclusion, and survivor-centered practice

Technical Skills

- Microsoft Office Suite
- Electronic client databases (Apricot preferred)
- Virtual meeting platforms
- Electronic health/documentation systems
- Data reporting and dashboard interpretation

Work Environment

This position operates within offices, shelters, and community settings. Some evening and weekend on call responsibilities are required to support crisis operations.

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.