

## Executive Director's Job Description

### Qualifications:

- Minimum education: 2 years of college or equivalent
- Effective oral and written communication skills
- Ability to facilitate the conflict resolution process and mediation skills
- Ability to teach the Values and Principals of Peer Support by example and instruction
- Understand, model, and teach Trauma Informed, Intentional Peer Support and values.
- Effective time management skills
- Awareness of personal limitations and willingness to ask for appropriate support, as needed
- Must have valid Driver's License and have proof of maximum insurance
- Experiential knowledge/Lived Experience

### Administrative:

- Develop and oversee budget
- Develop and implement quality assurance plan, and evaluation of internal success of programming
- Oversight of existing programming and new program development
- Report monthly in writing and in person to the Board of Directors on financial accountability and overall programming
- Develop and produce State Contract and RFP application
- Coordinate grant writing activities to seek and maintain alternative sources of funding
- Serve as an ex-officio member of all committees, both Board and Program Committee

## **Executive Director's Job Description (continued) Page 2 of 3**

### **Supervision and Training:**

- Must take four (4) CEU's per year or the equivalent
- Model effective self-care
- Conduct individual supervision with Assistant Director weekly
- Conduct Co-supervision weekly with a colleague who has received IPS Training
- Be involved with Staff group Co-Supervision
- Conduct Mandatory Monthly Staff Meetings with Assistant Director and all IPS Team Members
- Demonstrate the ability to practice Intentional Peer Support personally as well as organizationally
- Develop trainings for programs as needed:
  - Trauma Informed
  - Wellness & Peer Support, Wrap & Peer Support
  - Conflict Resolution
  - Critical Thinking
  - Stress Management
  - Personal Medicine
  - Mindfulness
  - Developing organizational culture
  - Communication and crisis alternative training
- Demonstrate ability to provide written quarterly evaluations for the Assistant Director and review evaluations for all other employees and volunteers, given by the Assistant Director

### **Liaison:**

- Develop relationships with other local agencies including but not limited to the Community Mental Health Center, City Welfare, local shelters, local Police Department etc.
- Develop relationships with other Crisis Alternative Centers across the Nation
- Ensure Agency participation in regional planning and collaboration teams

- Maintain a positive working relationship with Dept of Behavioral Health, Contract Manager, and auditors
- Demonstrate the understanding that the peer support mission is one of social change
- Develop an awareness of and relationship with Vermont State Representatives

**Research:**

- Work with Technical Assistants and other Consumer research groups to develop and implement qualitative and quantitative outcome measures, which reflect peer support philosophy and values
- Facilitate data collection and analysis
- Ensure that statistical information is documented as necessary

**The Executive must:**

- Fulfill all requirements of Funders & Donors.
- Must follow and implement all policies & procedures as indicated and directed by the By-Laws, Personnel Policies and the Office Policies & Procedures Manual.
- Must know VCA's history and the Mission Statement and Philosophy to correctly represent the agency while in the greater community.
- Always implement the Values & Principals of Peer Support and Intentional Peer Support Training
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# Vermont Crisis Alternative

## Assistant Director's Job Description

### **Qualifications:**

- Minimum education: 2 years of college or equivalent
- Effective oral and written communication skills
- Ability to facilitate the conflict resolution process and mediation skills
- Ability to teach the Values and Principles of Peer Support by example and instruction
- Effective time management skills
- Awareness of personal limitations and willingness to ask for appropriate support, as needed
- Must have valid Driver's License and have proof of maximum insurance
- Experiential knowledge/Lived Experience

### **Administrative:**

Support the Executive Director as requested in:

- Development and implement of quality assurance plan, and evaluation of internal success of programming
- Oversight of existing programming and new program development
- Development and production of State Contract and RFP application
- Coordinate grant-writing activities to seek and maintain alternative sources of funding

### **Liaison:**

- Develop relationships with other local agencies including but not limited to the Community Mental Health Center, City Welfare, local shelters, local Police Department etc.
- Develop relationships with other Crisis Alternative Centers across the Nation

- Ensure Agency participation in regional planning and collaboration teams
- Maintain a positive working relationship with Dept of Behavioral Health, Contract Manager, and auditors
- Demonstrate the understanding that the peer support mission is one of social change
- Develop an awareness of and relationship with Vermont State Representatives

**Supervision and Training:**

- Must take four (4) CEU's per year or the equivalent
- Model effective self-care
- Conduct individual supervision with the Team & Volunteers weekly
- Document these supervisions and place in employee's/volunteer's personnel file, after review by Executive Director
- Conduct Co-supervision weekly with a colleague who has received IPS Training
- Be involved with Staff group Co-Supervision
- Conduct Mandatory Monthly Staff Meetings with all staff members
- Demonstrate the ability to practice Intentional Peer Support personally as well as organizationally
- Develop trainings for programs as needed, as directed by/with the Executive Director:
  - Trauma Informed
  - Wellness & Peer Support, Wrap & Peer Support
  - Conflict Resolution
  - Critical Thinking
  - Stress Management
  - Personal Medicine
  - Mindfulness
  - Developing organizational culture
  - Communication and crisis alternative training
- Provide written quarterly evaluations for all Team members & Volunteers

**Other Duties:**

- Weekly supervision with documentation, of Support Team & Volunteers
- Weekly practice IPS Co-Supervision with Team
- Participate in your weekly supervision by Executive Director
- Prepare & present public awareness information to area agencies & organizations
- Facilitate Wellness & Recovery Discussions & Groups as well as other relevant topics
- Participate in research, as directed by the Executive Director:
- Work with Technical Assistants and other Peer Research groups to develop and implement qualitative and quantitative outcome measures, which reflect peer support philosophy and values of IPS
- Facilitate data collection and analysis Ensure that statistical information is documented as necessary
- All other duties as assigned

**The Assistant Director must:**

- Must know VCA's history and the Mission Statement and Philosophy to correctly represent the agency while in the greater community.
- Always implement the Values & Principals of Peer Support and Intentional Peer Support Training.
- Support the Executive Director in fulfilling all requirements of Funders & Donors.
- Must follow and implement all policies & procedures as indicated and directed by the By-Laws, Personnel Policies and the Office Policies & Procedures Manual.

## Team Member Job Description

This position reports to the Assistant Director.

### **Qualifications:**

- Team Members must have Experiential knowledge/Lived experience of being in extreme emotional distress through personal involvement as a Peer
- Experiential knowledge of hospitalization as a result of extreme emotional distress as a Peer
- All Vermont Crisis Alternative (VCA) Team Members must be able to demonstrate an understanding of and be able to practice the values and principals of Intentional Peer Support after taking IPS: An Alternative Approach.
- Must be able and willing to work in a team atmosphere and in difficult situations.

### **Duties:**

- Team members understand they work on a per Diem basis
- Team member will participate in supervision as scheduled by their supervisor
- Team member will participate in Co-Supervision weekly
- Team member will attend all pertinent trainings as outlined in the organization's state contract and as directed by the Executive Director.
- Attendance at all staff meetings is mandatory.
- Team member must model Trauma Informed, Intentional Peer Support in language, behaviors, and actions at all times, not just during paid hours.
- Maintain good personal boundaries.
- Maintain confidentiality.
- Practice good self-care
- At no time may a guest of VCA be taken to the home of a Team member. Failure to comply will result in immediate termination.
- Team members will continually read and practice the Intentional Peer Support: An Alternative Approach and utilize information in all activities at VCA

**Duties: (continued)**

- Team members are responsible for finding their own shift replacement. Only when all possibilities have been exhausted may you call your supervisor. At this time, it will be negotiated whether the shift may be missed.
- Notify supervisor of all shift changes.
- Team member may not have any visitors on premises while VCA is closed
- At the beginning and end of every shift a Team member is responsible for securing the building during hours that are other than business hours/evening—checking and locking all doors and windows. This is intended to keep VCA occupants safe from intruders only.
- Must be comfortable with multi-tasking and able to keep appropriate notes in appropriate places.
- Ensure Exit Interviews do not consist of yes or no answers.
- Team member must know VCA's history and the Mission Statement and Philosophy to correctly represent the agency while in the greater community.
- Must accept and delegate responsibilities from supervisor.
- Responsibilities will include cleaning and care of facility, bedrooms and bathrooms and will follow procedures for cleaning, precaution and prevention of communicable diseases.
- Paid members are responsible to create and maintain a safe, educational environment through their language, behavior, and actions at all times not just during paid hours.
- Must follow all Personnel Policies and Employment Policies
- Must turn in signed Time Sheet prior to dead line indicated for current pay period
- Team Member may not ask for pay check prior to the designated available time
- Perform other duties as assigned.

Vermont Crisis Alternative

**Volunteer's Job Description**

Volunteers will be provided support and education in Intentional Peer Support and other relevant trainings to insure the opportunity to be successful volunteers in this organization.

**Qualifications:**

- Experiential knowledge/Lived Experience

**Training in:**

- Effective communication and listening skills required in this crisis alternative program
- Other trainings as needed to be successful in volunteer designated position

**Volunteers must:**

- Have the ability to demonstrate the Values and Principals of Peer Support by example.
- Awareness of personal limitations and willingness to ask for appropriate support, as needed.
- Follow all Employee Policies and practices.
- Must know VCA's history and the Mission Statement and Philosophy to correctly represent the agency while in the greater community.