



**POSITION:** *Assistant Manager*, Crisis Respite

**LOCATION:** Crisis Respite Center – Berkana

**HOURS:** Full-Time 40 hours a week

Schedule to be determined based on program needs.  
May include evenings, weekends or overnights.

**Number of hours subject to change based on department/participant needs.**

**Main Function:**

Responsible for assisting the Program Manager in the management of the day to day operations of the assigned program. Work in conjunction with the Program Manager, other program/agency personnel, community providers, participants and family members to coordinate services of the Crisis Respite Center.

**Duties:**

1. Monitor and maintain operation of the Crisis Respite Center on a daily basis and in the absence of the Program Manager.
2. Oversee the intake function inclusive of receiving referrals, assuring accurate completion and assignment of referral to staff.
3. Provide direction to program staff in the absence of the Program Manager.
4. Maintain records and data required by the agency and funding sources as delegated.
5. Represent agency at local, regional and statewide meetings as required.
6. Provide orientation and training to new program staff regarding program services and delivery.
7. Respond to crisis situations using good judgment in accordance with agency standards and procedures.
8. Act as a liaison with local community of consumers/survivors/ex-patients as assigned by the Program Manager.
9. Maintain a person-centered approach and support individual preference and choice to the extent possible under program guidelines.
10. Develop supportive relationships with individuals by learning their unique capabilities, personality and potential.
11. Actively participate in training and ongoing professional development.
12. Perform other related duties as requested.

**Scope of Responsibility:**

With minimal supervision, provide training and assistance to individuals utilizing crisis respite services, with the intent to encourage maximum independence. Responsibilities also include ensuring 24 hour safety and wellbeing to the individuals served.

**Education & Experience:**

Associates degree in human service field required, Bachelor's degree in human service field preferred. Two years' experience working with individuals that have a mental health diagnosis and experience working with adults with substance use issues required. Must have personal experience with mental health services. Certified NYS Peer Specialist or agree to complete required certification within 6 months of employment.

**Conditions of Employment:**

Basic computer skills, good verbal and written communication skills, organizational skills and human relation skills necessary to empathize with, relate to and effectively work with recipients of the mental health system. Must have a valid NYS Driver License in accordance with the Agency Vehicle and Driving policy and transportation necessary to meet program needs. Academy of Peer Services Certification must be completed within 1 year from date of hire. Must participate and meet established requirements in a database check through the Division of Criminal Justice as defined by the New York State Office of Mental Health. Must participate in successful database checks through the HHS Office of Inspector General, Excluded Parties List System, New York office of Medicaid Inspector General and Specially Designated Nationals.

**Reports to:**

Program Manager

**If you are interested in applying for this position, please send your resume to:**

**AccessCNY**

**1603 Court Street**

**Syracuse, NY 13208**

**Attn: Human Resources**

**Or apply online at [www.accesscny.org/careers](http://www.accesscny.org/careers)**

**For more information, please contact Katlin McAvoy at [resumes@accesscny.org](mailto:resumes@accesscny.org).**

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