

Job Description - Director of Helpline Operations

In January 1971, Personal Assistance Telephone Help (PATH) commenced its phone assistance services, powered by the dedication of ISU students, faculty, and residents who volunteered their efforts. Initially focused on offering accurate information and support for students grappling with street drug issues, PATH's mission evolved to address the growing needs of the Illinois State University and the Bloomington-Normal area. As time progressed, our mission expanded to encompass handling crisis calls, responding to information and referral requests, and providing a secure, confidential space for individuals to converse with well-trained, non-judgmental, and compassionate volunteers. Although our legal identity remains Personal Assistance Telephone Help, this name no longer encapsulates the diverse range of services we offer. Breaking free from the confines of phone-only assistance, PATH embarked on introducing programs tailored for specific populations. In the 1980s, the Board of Directors recognized this transformation, and our Doing Business As (DBA) name PATH, Inc. aptly reflects our broader mission: **Providing Access to Help**.

At PATH Inc., we don't just accept difference — we celebrate it, we support it, and we thrive on it for the benefit of our employees and the communities we serve. PATH Inc. is proud to be an equal opportunity workplace and is an affirmative action employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, are based on merit, competence, performance, and business needs, without regard to race, sex or gender identity, mental or physical disability, religion, age, national origin or ethnicity, sexual orientation, marital status, HIV status, veteran status, or parental (or pregnancy) status.

Position Overview: The **Director of Helpline Operations** is a key leadership position within PATH, Inc., responsible for providing strategic direction, oversight, and management of all aspects of the helpline operations. This individual will work closely with the Assistant Director of Helpline Operations to ensure the efficient delivery of services to our callers. The Director will play a vital role in shaping the overall vision and strategy for the helpline while also contributing to statewide and federal committees.

Key Responsibilities:

Strategic Leadership

- Provide strategic direction and vision for the helpline operations, aligning with the organization's mission and goals.

Team Management

- Oversee and support the Assistant Director of Helpline Operations and the helpline staff to ensure effective delivery of services and adherence to organizational policies and procedures.

Program Development

- Collaborate with the Assistant Director and other key stakeholders to develop and implement new programs and initiatives to enhance the helpline's impact and reach.

Quality Assurance

- Analyze performance metrics collaborate with the Assistant Director to implement improvements as needed.

Grant Management

- Provide oversight for grant writing and reporting activities related to helpline operations, working closely with the Assistant Director and the CEO.

Budget Oversight

- Work with the finance team to develop and manage the helpline budget, ensuring responsible stewardship of resources.

Reporting

- Prepare regular reports on helpline activities, outcomes, and impact for internal and external stakeholders.

Stakeholder Engagement:

- Represent the organization on statewide and federal committees related to helpline services, advocating for the needs of our callers and contributing to policy discussions.

Collaboration

- Foster partnerships and collaboration with other organizations, agencies, and stakeholders to enhance the effectiveness and reach of the helplines.

Adaptability:

- Undertake any additional assigned responsibilities as needed to ensure the overall success and efficiency of our organization.

Qualifications:

- Bachelor's degree required; Master's degree preferred.
- Strong understanding of helpline operations, crisis intervention, and supportive services.
- Demonstrated experience in program development, grant writing, and reporting.
- Excellent communication and interpersonal skills, with the ability to engage and collaborate with diverse stakeholders.
- Proven ability to think strategically, analyze data, and make data-driven decisions.
- Ability to manage multiple priorities and deadlines in a fast-paced environment.
- Commitment to equity, diversity, and inclusion.
- Knowledge of statewide and federal policies and initiatives related to helpline services is desirable.
- Certification or training in crisis intervention or counseling is a plus.

Schedule:

- Monday - Friday, 8:30 AM - 4:30 PM

- As needed to fulfill director-level responsibilities, which may require occasional overtime and flexibility in scheduling. This position is exempt from overtime pay in accordance with applicable labor laws.

Benefits:

- Paid time off
- Personal wellness days
- Paid sick leave
- Health insurance (Employer paid)
- Dental insurance (Employer paid)
- Life insurance
- Vision insurance
- 401(k)

Location:

Bloomington, IL

Department:

Call Center

Employment Type:

Full-Time

Minimum Experience:

Senior Manager/Supervisor

Compensation:

\$90,000.000

Reports to:

CEO/Executive Director