



Associate Director of Collaborative Crisis

Randolph, Vermont

Full-Time

Compensation

\$75,000- \$85,000/yr

The **Associate Director of Collaborative Crisis** is responsible for the coordination, operation, and day-to-day oversight of services provided by the Collaborative Crisis team. This role includes supervision and operational oversight of two crisis stabilization beds that provide short-term supports for individuals experiencing acute needs. The Associate Director supervises a team of staff and ensures scheduling, coverage, and consistent service delivery.

This position includes on-call and in-person crisis response responsibilities, providing guidance to staff and direct support outside of regular business hours. The role works closely with staff, teams, and community partners to support stabilization and positive outcomes.

Key Responsibilities:

Crisis Bed Oversight:

- Provide leadership for collaborative crisis services in partnership with the Director of Developmental Disabilities and Collaborative Crisis Services
- Oversee daily operations of two crisis beds serving individuals from UVS and other agencies
- Ensure a safe, structured, and supportive environment
- Supervise team members, including hiring support, training, coaching, and performance management
- Develop and manage staff schedules to ensure appropriate coverage
- Promote consistency in service delivery and person-centered practices
- Coordinate admissions, transitions, and discharge planning
- Coordinate with Facilities to maintain operation of the home
- Ensure assigned vehicles are properly maintained

Program Collaboration and Communication:

- Communicate effectively with staff, teams, and other agencies
- Serve as a liaison among staff, leadership, and partners
- Promote clear communication and coordinated approaches to service delivery
- Strengthen partnerships within UVS, with other agencies, and with DDS

Quality and Service Improvement:

- Ensure overall health, safety, and quality of services for individuals supported by Collaborative Crisis
- Monitor effectiveness of services and identify improvements in collaboration with the Director
- Support consistent practices and documentation
- Contribute to systems that strengthen coordination and service reliability

Compliance:

- Ensure adherence to UVS and DDS policies, standards, and regulations
- Assist with audits, reviews, and required reporting

Monitoring and Reporting:

- Track service data, including crisis bed utilization
- Prepare reports and share trends with leadership
- Use data to inform service improvements

Risk Management and Problem Solving:

- Review incidents and concerns
- Identify patterns and help develop solutions
- Address barriers to effective service delivery
- Provide guidance and decision-making support during on-call coverage

Qualifications:

- Bachelor's degree in Human Services, Social Work, Psychology, or a related field, or an equivalent combination of education and experience
- 3–5 years of experience in developmental disabilities services, including demonstrated success in crisis supports
- Experience supporting individuals with developmental disabilities and complex needs preferred
- Prior supervisory or team leadership experience required
- Experience in residential or short-term stabilization settings preferred
- Knowledge of the Vermont Developmental Disabilities Services system
- Strong communication, collaboration, and problem-solving skills
- Ability to remain calm and organized in dynamic situations
- Experience with documentation and data tracking systems preferred
- Valid driver's license

- Demonstrates trustworthy and ethical behavior in alignment with UVS values and practices at all times

Disclaimer:

This job description is intended to describe the general nature and level of work performed. It is not an exhaustive list of all responsibilities, duties, or skills required. UVS reserves the right to modify job duties at any time. Employment is at-will.