



CRISIS CENTER, INC.

POSITION DESCRIPTION

Crisis Center Hotline Call Specialist

****Part Time and Full Time Opportunities Available**

PURPOSE

To ensure that all the hotlines at the Crisis Center are open, manned, and services are continuous when on duty. The role of the Hotline Call Specialist is to de-escalate crisis situations, relieve the immediate distress of individuals in crisis, reduce the risk of individuals doing harm to themselves or others, and provide mental health information and referrals as needed.

WORKING RELATIONSHIPS

- Reports directly to the Assistant Director/QA 988 Supervisor.
- Reports regularly to the Director of 988 Call Center Operations.
- Reports periodically to Crisis Center Executive Director.
- Works collaboratively with Crisis Center staff and JBS Crisis Care Center staff.

QUALIFICATIONS

- Bachelor's Degree.
- Skilled in discussing topics including (but not limited to) suicide, homicide, and sexual trauma.
- At least 2 years of work in crisis management preferred.
- Organized and able to perform duties efficiently.
- Demonstrates ability to act professionally at all times as a representative of the agency.
- Confident, articulate, and professional speaking ability.
- Strong negotiation and mediation skills.
- Completion of Crisis Center, Inc.'s Crisis Intervention/Suicide Prevention training and pass all related exams with a 90% or better proficiency.

DUTIES AND RESPONSIBILITIES

1. Provides counseling to individuals in crisis who contact 988, Crisis and Suicide Line, UTalk, and Rape Response, via phone, text, and online chat. This position will primarily be responsible for 988 and CSL, but they will spend about 10% of their time answering the Rape Response hotline.
2. Provides mental health information and referrals as requested using the database system.
3. Intervenes to help suicidal individuals using the least invasive form of intervention possible to ensure safety of client.
4. Answer Rape Response calls; call-in Rape Response staff in the event of a case.

5. Always provides opportunity for individuals in crisis to consent for services, unless they are a safety risk to themselves or others.
6. Provides support and mentorship to volunteers as needed.
7. Works collaboratively with individuals in crisis and respects their right to be involved in their care and other related decisions.
8. Develops and implements crisis related safety plans.
9. Requests and connects with local mental health center crisis team for intervention assistance as needed.
10. Engages Crisis Response teams or 911 to assist in response for clients at imminent risk of harm to themselves or others.
11. Documents and maintains accurate, thorough records of all telephone interventions transacted during the work shift.
12. Attends staff meetings as necessary.
13. Provides effective communication between shifts and completes shift change forms as necessary.
14. Ensures follow up with callers when necessary or directed.
15. Monitor calls for possible suicide risk, sexual assault, frequent callers, and line abusers.
16. Assists with other projects and performs other duties as requested by the Program Coordinator, Clinical Director, or the Executive Director.
17. Works closely and effectively with other Program Coordinators to ensure a coordinated effort between volunteers and programs.
18. Participates in shared projects where appropriate and consult with other professionals where appropriate.
19. Other duties as assigned by QA Supervisor, Call Center Director, or Executive Director.

The Crisis Center is an equal opportunity employer where an applicant's qualifications are considered without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or any other basis prohibited by law.

Shifts Available

Morning Shift 7:30am-3:30pm

Afternoon/Evening 3:30pm-11:30pm

Overnight 11:30pm-7:30am

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If interested, please send resume and cover letter to Emily Roebuck, Director of 988 Call Center Operations, at eroebuck@crisiscenterbham.org.