



CRISIS CENTER, INC.

POSITION DESCRIPTION

Crisis and Youth Talk Lines Outreach Coordinator

JOB SUMMARY

We are seeking a passionate and organized Outreach Coordinator to support our Youth Talk Line (YTL) and Crisis Suicide Line (CSL) programs. This full-time role is perfect for someone committed to youth mental health and wellness, with a heart for suicide prevention, education, and community engagement.

Position Type: Full-Time | Flexible Schedule

Location: Hybrid in Birmingham, AL 35222

Education Requirement: Bachelor's Degree

Pay: \$38,000 - \$40,0000

KEY RESPONSIBILITIES

Outreach & Community Engagement:

- Promote YTL and CSL services through outreach events, school visits, school education programs and community partnerships.
- Develop and maintain relationships with local schools, youth organizations, and community partners.
- Create educational presentations or workshops for schools, nonprofit organizations and community partners
- Distribute educational materials and resources to promote mental health awareness and crisis support.
- Representing the organization at tabling events, workshops, and presentations.

Administrative Support:

- Assist with day-to-day administrative operations related to YTL and CSL.
- Track and maintain outreach statistics, reports, and program data.
- Help coordinate materials, scheduling, and communication for events and campaigns.
- Organize and update outreach and training resources.
- Occasionally help with teen board if hosting fundraisers or other outreach events.
- Provide quarterly meetings with interns, staff, and volunteers to ensure our highest level of counseling is being performed on the phone lines.

Phone Line Support:

- Provide backup coverage for the YTL/CSL phone lines.
- Train potential interns, staff, and volunteers to operate the YTL/ CSL phone lines.
- Provide quality assurance by monitoring the YTL/CSL lines as needed.



QUALIFICATIONS

- Bachelor's degree in Psychology, Social Work, Public Health, Communications, or a related field.
- Strong communication, organizational, and interpersonal skills.
- Experience working with youth or in mental health services preferred.
- Comfortable speaking to groups and engaging with diverse communities.
- Must be able to work a flexible schedule, including some evenings or weekends.

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.

*If interested, please send your resume and cover letter to Ana Sullivan, Executive Director, at asullivan@crisiscenterbham.org

Upon hiring, please sign to confirm you read and fully understand the job description:

Name: _____