



CRISIS CENTER, INC.
POSITION DESCRIPTION
988 Call Specialist

PURPOSE

To ensure that the 988 line at Crisis Center, Inc. is open, manned, and services are continuous when on duty. The role of 988 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 988 Director of Operations
- Reports regularly to the Assistant Director/QA 988 Supervisors.
- Reports periodically to Crisis Center Executive Director.
- Works collaboratively with Crisis Center staff and JBS Executive Director.

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 is preferred.
- Organized and able to perform duties efficiently. Able to work in-office.
- Demonstrates the ability to always act professionally 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 within 90 days.

DUTIES AND RESPONSIBILITIES

1. Provides counseling to individuals in crisis who contact 988 via phone, text, and online chat.
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 the safety of the client.
4. Always provides opportunity for individuals in crisis
5. Provides support and mentorship to volunteers as needed.
6. Works collaboratively with individuals in crisis and respects their right to be involved in their care and other related decisions.
7. Develops and implements crisis-related safety plans.
8. Requests and contacts with local mental health center crisis team for intervention assistance as needed.
9. Engages Crisis Response teams or 911 to assist in response for clients at imminent risk of harm to themselves or others.
10. Documents and maintain accurate, thorough records of all telephone interventions transacted during the work shift.
11. Attends staff meetings as necessary.
12. Provides effective communication between shifts and completes shift change forms as necessary.
13. Ensures follow up with callers when necessary or directed.
14. Monitor calls for possible suicide risk, sexual assault, frequent callers, and line abusers.
15. Assists with other projects and performs other duties as requested by the Program Coordinator, Clinical Director, or the Executive Director.
16. Works closely and effectively with other Program Coordinators to ensure a coordinated effort between programs.
17. Participates in shared projects where appropriate and consult with other professionals where appropriate.
18. 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
- In-between coverage 1pm-9pm (as needed)

****Full Time Opportunity Available only at this time ****

If interested, please send resume and cover letter to Daisy Delmore, Director of 988 Call Center Operations, at ddelmore@crisiscenterbham.org.