



**CRISIS
CENTER**

Empowering people in
their greatest time of need.

**CRISIS CENTER, INC.
POSITION DESCRIPTION
Local Hotline Volunteer Manager**

PURPOSE

For 55 years, volunteers have been the lifeblood of the Crisis Center. This position will manage our efforts in recruiting, screening, interviewing, onboarding, and training volunteers for the Crisis & Suicide Line and Youth Talk Line, while providing the ongoing support necessary for retention.

WORKING RELATIONSHIPS

- Reports directly to the Local Crisis Services Coordinator
- Reports periodically to Executive Director
- Works collaboratively with other Crisis 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. Through outreach and community partnerships, expand our volunteer pool to ensure the most efficient and sustainable 24/7 coverage

2. Build and maintain positive relationships with volunteers through check-ins, support sessions, and recognition initiatives
3. At outreach events, recruiting volunteers for Crisis and Suicide Line (CSL), Youth Talk Line (YTL), Senior Talk Line (STL) and Rape Response (RR), and be able to speak about each of the agency's programs
4. Night and weekend work may be needed at times
5. Review all volunteer applications, and directing to the appropriate program
6. Conduct interviews for applicants of CSL and YTL
7. Draft volunteer schedules, track hours, and maintain accurate reports
8. Provide ongoing volunteer support and continuing education
9. Serve as a key point of contact between volunteers and leadership
10. Regularly serve as the hotline shift manager on duty
11. As needed, help with coverage on the hotlines, providing crisis intervention and de-escalation, counseling, information, and referrals to individuals in crisis via phone and online chat
12. Document and maintain accurate, thorough records of all telephone interventions transacted during the work shift
13. Attend meetings and events as necessary, including some off-site and evening events
14. Assists with other projects and other duties as requested by the Local Crisis Services Coordinator, Communications department, or the Executive Director

ESSENTIAL JOB FUNCTIONS

1. Working at a desk for extended periods of time
2. Extensive use of computers
3. Working in an office setting
4. Onsite work is required, as well as work in the community

Please email letter of interest and application to Christopher Suda at csuda@crisiscenterbham.org.

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.