



CRISIS CENTER, INC.
POSITION DESCRIPTION
988 CRISIS LINE LEAD

The **988 Crisis Line Lead** is responsible for assisting the 988 Operations Manager and management team with the day-to-day support and oversight of Call Specialists during their assigned shifts. The Crisis Line Lead serves as a frontline leadership resource for Call Specialists and helps ensure effective, safe, and consistent service delivery on the 988 Lifeline.

This role involves providing real-time support to Call Specialists, monitoring the flow of the Lifeline during assigned shifts, assisting with escalated or challenging calls, supporting de-escalation efforts, and helping staff navigate situations that may arise while working the Lifeline. This role also involves serving as a communication bridge between Call Specialists and management by identifying staff concerns, operational issues, and areas requiring management attention while maintaining appropriate professional boundaries and confidentiality.

KEY RESPONSIBILITIES

1. Shift/Line Leadership:

- a. Support Lifeline operations during assigned shifts, ensuring Call Specialists have appropriate support and that service delivery remains safe, effective, and consistent with established 988 policies and procedures.
- b. Monitor staff activity and provide real-time support to Call Specialists during their shifts, including assisting with difficult calls, challenging caller interactions, and situations requiring additional guidance.
- c. Serve as a first point of contact for Call Specialists when questions, concerns, or situations arise that require immediate assistance while working the Lifeline.
- d. Monitor general line activity and staffing coverage and communicate concerns related to call volume, staffing availability, technology, or service delivery to the Operations Manager or designated management staff.
- e. Assist with shift communication and handoffs to ensure important information, concerns, and unresolved issues are communicated appropriately to incoming staff and management.
- f. Provide management with timely information regarding significant incidents, operational concerns, staffing issues, or policy concerns that occur during the assigned shift.

2. Crisis & De-escalation Support:

- a. Assist Call Specialists with difficult, elevated-risk, or emotionally intense calls and reinforce established 988 suicide safety and crisis intervention procedures.
- b. Provide de-escalation support when needed and assist staff in determining when additional supervisory, emergency, mobile crisis, or 911 resources may be appropriate.
- c. Immediately escalate significant caller safety concerns according to established policies and procedures.

3. Staff & Management Communication:

- a. Serve as a bridge between frontline staff and management by communicating appropriate staff concerns, operational issues, and recommendations.
- b. Communicate approved management information and expectations to Call Specialists in a clear and professional manner.
- c. Assist with de-escalating minor staff conflicts and escalate significant employee concerns through the appropriate chain of command.

4. Reinforcement & Documentation:

- a. Reinforce established 988 quality, safety, and performance expectations during daily operations.
- b. Collaborate with QA and Training staff regarding identified performance or training needs.
- c. Maintain accurate documentation and reports regarding significant incidents, staff concerns, operational issues, and escalations requiring management follow-up.

5. Lead Authority & Boundaries:

- a. The 988 Crisis Line Lead has delegated lead responsibilities but does not have independent HR authority.
- b. The Lead may provide guidance, coaching, real-time support, assist with shift-level concerns, initiate established escalation procedures, and make recommendations to management.
- c. The Lead does not independently hire, terminate, formally discipline, conduct HR investigations, approve leave, change policies, alter QA scores, or make other employment decisions reserved for management. Issues exceeding the Lead's authority must be promptly escalated to the Operations Manager or appropriate management personnel.

This position is for Part-Time Mid & Overnight Shift.

Interested candidates should email a cover letter and resume to LaTeasa Hicks-Pauley at lhickspauley@crisiscenterbham.org.