POSITION DESCRIPTION
988 Call Specialist

JOB SUMMARY
Provides crisis intervention, emotional support, suicide-safety assessment, de-escalation, safety planning, information and referral, and other approved 988 services to individuals contacting the 988 Suicide & Crisis Lifeline.

WORKING RELATIONSHIPS
This position reports directly to the 988 Director of Operations and works collaboratively with the 988 Call Center Manager (point of contact/support), 988 Compliance Manager, 988 Shift Lead (point of contact/support), and 988 Quality Assurance Trainer to support effective daily operations, staff development, service quality, compliance, and continuous improvement within the 988 program.

SHIFT TIMES
We are currently recruiting candidates who are available to work shifts between 7:30 a.m. and 11:30 p.m.

KEY RESPONSIBILITIES
1. Respond to assigned 988 calls and other approved contact modalities in a timely, professional, compassionate, and nonjudgmental manner.
2. Provide crisis counseling, active engagement, emotional support, de-escalation, and collaborative problem solving within training and scope.
3. Conduct a suicide-safety/risk assessment and ask direct suicide-related questions as required by center procedures.
4. Develop collaborative safety plans when indicated and support callers in identifying internal coping strategies, supportive people, professional resources, and safer environments.
5. Follow established procedures for imminent risk, emergency interventions, third-party contacts, familiar contacts, abusive behavior, follow-up, warm transfers, and referrals.
6. Provide accurate information and referrals using approved resource systems.
7. Complete contact/case documentation accurately, objectively, completely, and within required timeframes.
8. Participate in assigned follow-up contacts and document outcomes according to procedure.
9. Seek 988 Shift Lead, supervisory, or clinical consultation when required or when a situation exceeds the Specialist's training, authority, or comfort level.
10. Remain logged in, available, and ready to receive contacts according to assigned schedule, breaks, and center procedures.
11. Follow attendance, call-off, timekeeping, in-office, confidentiality, technology, and security requirements.
12. Complete all required initial and ongoing 988/Vibrant, agency, and program training by assigned deadlines.
13. Participate in QA review, coaching, supervision, debriefing, performance evaluation, and corrective training as required.
14. Report technology problems, service interruptions, safety concerns, unusual incidents, complaints, or other operational concerns promptly.
15. Maintain professional boundaries and protect confidential and personally identifiable information.

16. Perform other duties as assigned.

QUALIFICATIONS

- Bachelor's degree required, in healthcare administration, social services, business administration, human resources, quality/compliance, behavioral health, or related field preferred. Master's degree preferred.
- Ability to successfully complete required crisis-intervention, 988 Lifeline, suicide-safety, technology, documentation, and center-specific training.
- Ability to demonstrate required crisis communication and competency before independent work.
- Ability to meet applicable background, employment, and agency requirements.
- Ability to complete work that requires sitting most of the day in an office or remote environment
- Ability to perform duties efficiently and behave with professionalism as a representative of the agency.
- Empathy and patience in dealing with sensitive situations and ability to handle sensitive and confidential information with discretion
- Ability to work a flexible schedule to accommodate training needs and availability of staff.

BENEFITS

- Competitive salary and benefits package
- Opportunities for professional development and career advancement
- Supportive work environment focused on employee well-being and growth

APPLICATION PROCESS

Interested candidates should submit a resume, cover letter, and any relevant certifications to lhickspauley@crisiscenterbham.org. Applications will be reviewed on a rolling basis, and only shortlisted candidates will be contacted.

EQUAL OPPORTUNITY STATEMENT

Crisis Center, Inc. provides equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, or any other status protected by applicable law.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received and reviewed this position description and understand the essential duties, responsibilities, performance expectations, and reporting relationships of the position.

Employee Signature: _____ Date: _____