



## **Crisis Chat & Text Specialist**

Are you ready to make a real difference in our community? The **Crisis Chat & Text Specialist** will assist in carrying out the mission and goals of the National Suicide Prevention Lifeline program and a Better Way Services, Inc., by providing high quality online emotional support, intervention, information, and resources to all contacts. Our nonprofit organization is growing and changing in 2022, and we seek a detail-oriented and emotionally mature Crisis Chat & Text Specialist who desires learning, contributing and developing the client operations for A Better Way.

**A Better Way** provides shelter and services for victims of domestic violence and sexual assault, a Rape Crisis Center, advocacy, individual trauma-informed counseling, support groups, transitional housing, rapid rehousing, a 24-hour crisis line for persons in any type of crisis, education + referrals, a suicide hotline, chat and text suicide prevention services, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

**This position is in-office (Muncie, IN). Varied shift schedules are available as well as opportunities for part-time or full-time employment.**

**Shifts for this role are:**

- **Evenings (12:00 PM – 8:00 PM EST) \*WEEKEND SHIFTS NEEDED\***
- **Overnight (8:00 PM – 4:00 AM EST)**

By leveraging your education and experience, you will make an immediate impact on individuals in need of emotional support, assessment, intervention. Crisis Chat & Text Specialists will respond to contacts compassionately and professionally, assess risk levels, provide follow up communication, offer immediate resources for high-risk contacts, and provide thorough documentation for all communication.

A high school diploma or equivalent is required. Two years of relevant experience in advocacy, counseling, crisis intervention, or the equivalent of college-level courses and/or an Associate's Degree in a related field is preferred. Successful candidates will have proven time management and organization skills, flexibility in varying situations, high attention to details, and a working knowledge of computers and technology systems including Microsoft Word, Excel, Outlook. Crisis Chat & Text Specialists must exemplify a high level of confidentiality and professionalism.

**The minimum salary is \$18/hour. Salary varies based on shift.**

Full-time benefits include:

- Health insurance, eligibility on Day 1 of employment
- Paid holidays
- PTO plan
- Automatic 6% annual contribution into qualified retirement plan

**Candidates should submit their resume to: [contact@abwservices.org](mailto:contact@abwservices.org).**

**Include "Crisis Chat & Text Specialist" in your subject line.**

*A Better Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*