



Are *YOU* ready to make a real difference in our community? The **Crisis 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 emotional support, intervention, information, and resources over the phone to all contacts.

Our nonprofit organization is growing and changing in 2022, and we seek a detail-oriented and emotionally mature Crisis 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.

By leveraging your education and experience, you will make an immediate impact on individuals in need of emotional support, assessment, intervention. Crisis Specialists will answer phone calls from clients 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, social work, psychology, crisis intervention, or the equivalent of college-level courses and/or an Associate's Degree in a related field is required. 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 Specialists must exemplify a high level of confidentiality and professionalism.

Minimum salary: \$18/hour. Salary varies based on shift.

Full-time benefits include:

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

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.