



## **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 988 Suicide and Crisis Lifeline program and A Better Way Services, Inc., by providing high-quality online emotional support, intervention, information, and resources to all contacts.

**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 crisis, education and 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).** Opportunities for part-time or full-time employment.

### **Hours:**

**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, and 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.

### **Education and/or Experience:**

- 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 required;
- Ability to complete required training within a specified time frame is required.

- Articulate and effective verbal and written communication skills are required, as are excellent interpersonal skills.
- Proven time management skills are required.
- Ability to work independently with confidence and as an integral part of a team of professionals.
- Must be mature, sensitive, emotionally stable, flexible, and adaptable to varying situations is necessary.
- Attention to detail and organization skills are a must.
- Working knowledge of computers and technology systems is required, including and not limited to, Microsoft products such as Word, Excel, and Outlook (or similar product knowledge).
- High level of confidentiality and professionalism are required.
- Bilingual skills are a plus.

**The minimum salary is \$22/hour. Salary varies based on shift and education.**

Full-time benefits include:

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

**Candidates should submit their resumes 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.*