



Crisis Hotline Supervisor

Are *YOU* ready to make a real difference in our community? The **Crisis Hotline Supervisor** will manage, direct, and train Crisis Specialists working on the 988 Suicide and Crisis Lifeline hotline at 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 crisis, education and referrals, a suicide hotline, teen dating violence and domestic violence prevention programs, and a check-in call service for elderly or disabled homebound persons.

This position is part-time and requires on-site supervision in Muncie, Indiana.

Hours for this position are Saturdays and Sundays from 7:00 AM to 4:00 PM (EST).

Minimum compensation is \$29.81/hour.

Duties and Responsibilities:

- Serve as manager-on-duty on any assigned shift by providing support to all Crisis Specialists.
- Act as primary liaison between 988 Suicide & Crisis Lifeline, A Better Way's Executive Director, and A Better Way's team of Crisis Specialists, Leads, and Supervisors.
- Evaluate, train, and coach Crisis Specialists and Lead Crisis Specialists. Document performance accordingly.
- Answer incoming crisis calls, as needed, and in a compassionate and professional manner, provide the following services to each caller:
 - Assess caller needs;
 - Provide supportive advocacy and peer support;
 - Provide crisis intervention as needed;
 - Offer information and appropriate referrals to community services using warm handoffs when possible;
 - Assist with safety planning and brainstorming available options.
- Handle unique or escalated calls from Crisis Specialists.
- Return voice mails and emails from participants and community partners.
- Accurately obtain and record caller demographic information for use in identifying the service and geographic needs of callers.
- Provide details and thorough documentation for all calls.
- Adhere consistently to all 988 Suicide & Crisis Lifeline and A Better Way policies and procedures including strong confidentiality.
- Stay current and knowledgeable regarding telephone equipment and Lifeline systems, in addition to maintaining knowledge of community and Lifeline resources.
- Serve as an on-the-job trainer for new Crisis Specialist team members.
- Participate in professional development and networking conferences and events as appropriate and/or requested.
- Perform other duties as assigned.

Education and Experience:

- High school diploma or equivalent is required.
- Three to five years relevant experience in management, advocacy, counseling, crisis intervention or the equivalent of college-level courses and/or a Bachelor's Degree in a related field is required.
- Ability to complete required Advocacy Training and phone skills training within a specified time frame is required.
- Articulate speaking voice and effective verbal and written communication skills are required, as are excellent interpersonal skills.
- Proven time management skills are required.
- Attention to detail and organization skills are a must.
- Able to teach, train, and mentor newer employees and effectively impart information necessary to the job.
- Working knowledge of computers and 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.

Candidates should submit the applications to our website [HERE](#)

OR

Email resume to contact@abwservices.org. Please include "Crisis Hotline Supervisor" in the subject line.

A Better Way is an equal opportunity employer, and all qualified applicants will receive consideration for employment. A Better Way Services, Inc. does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, age, disability, national origin, socio-economic status, religion, or any other basis prohibited by federal, state, or local laws.