



## A Better Way Services, Inc

### Job Description

**Job Title:** CRISIS SPECIALIST

**FLSA Classification:** Nonexempt

**Salary Minimum:** \$22.00/hour

**Reports to:** Crisis Supervisor

**Supervisory Responsibilities:** None

**Date:** April 1, 2023

**Summary/objective** Assist in carrying out the mission and goals of the 988 Suicide & Crisis Lifeline program and A Better Way Services, Inc. by providing high-quality support, information, intervention, and referrals to all contacts.

**Essential duties and responsibilities include the following. Other duties may be assigned.** *Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Answer incoming Suicide & Crisis Lifeline Calls, using guidelines, and compassionately and professionally provide an average of five 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
- Accurately obtain and record caller demographic information to identify callers' service and geographic needs.
- Provide details and thorough documentation for all crisis 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.
- Participate in professional development, networking conferences, and events as appropriate and/or requested.

**Supervisory Responsibilities** None

**Work environment** Able to stand and/or walk up to 25% of the time. Able to sit up to 75% of the time. Able to view a computer monitor for 6-8 hours per day. Must be able to lift up to 15 pounds at times. The role may be eligible for some hybridized/WFH opportunity at the Executive Director's discretion and based upon technology availability.

**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 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.
- 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.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_