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_________________