



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: June 19, 2026

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 accommodation may be made to enable individuals with disabilities to perform these essential functions.*

- Answer incoming Suicide & Crisis Lifeline contacts, using guidelines, and compassionately and professionally provide an average of five services to each contact:
 - Assess contact needs
 - Provide supportive advocacy
 - 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 contacts' service and geographic needs.
- Provide details and thorough documentation for all crisis contacts.
- 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.

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.

On-Call Requirement: To ensure adequate coverage during periods of high call/client volume, staff shortages, or as determined by supervisory or administrative staff, this position includes a rotating on-call requirement. Student class schedules will be considered when creating the on-call schedules. When scheduled for on-call duty, the Crisis Specialist must

remain available by phone/text and be able to report to work within one hour of being called in. If called into work, the Crisis Specialist will be compensated for a minimum of two (2) hours at their regular hourly rate. Overtime compensation is applicable only when the total hours worked exceed 40 hours in the work week. Compensation is provided only if the Crisis Specialist is called into work during their scheduled on-call duty.

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.

Skills and Competencies

- 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 organizational 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:

Executive Director  Date 06/19/2026

HR Director  Date 06/19/2026

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

Employee _____ Date _____