

988 Crisis Counselor with the 988 Suicide and Crisis Lifeline Network Job Description

Please note that this is a generic job description for reference and individual centers may have different qualifications and/or requirements for applicants.

Position Objective

This is an ideal position for individuals who are interested in helping others and making a contribution to their community. 988 crisis contact center workers provide evidence-informed crisis intervention, suicide prevention, information & referral, brief supportive counseling, and follow up services to individuals who contact 988 in emotional distress or experiencing a substance use crisis, particularly those at high risk for suicidal and/or homicidal thoughts and behaviors. 988 crisis contact center workers interact with help-seekers by telephone, text messaging, and/or web chat. The position provides an opportunity to gain a wide range of clinical skills and knowledge of the expanding field of behavioral health.

Note: Many Lifeline Centers have chat/text only opportunities, as well. These positions are available to all applicants, including individuals with disabilities that may preclude them the ability to use the phone.

Major Duties and Responsibilities

- Provide brief supportive counseling, crisis intervention, suicide prevention support, and evidence-informed information and referral to callers and/or chat/text visitors who are in emotional distress.
- Conduct assessments in accordance with program policies & procedures.
- Utilize resource referral database to provide information and referral assistance to callers seeking mental health and substance use services.
- Provide follow-up to high-risk callers reporting suicidal and/or homicidal thoughts and behaviors.
- Manage interactions to ensure appropriate level of support is provided in efficient manner.
- Adhere to policies & procedures for each service offered by program.
- Accurately and efficiently document interactions.
- Meet or exceed established key performance indicator goals.
- Utilize telephone, texting, and/or web chat to interact with clients.
- Other duties as assigned.

Requirements

- Fluency in the English language both oral and written.
- Courteous, empathic, and professional manner.
- Skill with information-gathering, and problem-solving to facilitate resolution of contacts
- Excellent communication skills to convey information clearly, accurately, and completely.
- Ability to maintain professional demeanor when handling crisis and other difficult contacts.
- Skill with balancing pace and flow of conversation and call time.

Qualifications:

- Must be comfortable working independently and as part of a team in a collegial group environment. Ability to learn and adhere to multiple protocols for handling of calls.
- Ability to multi-task contact documentation and use of resource database while maintaining focus in the conversation with the person seeking help
- Strong verbal, written and interpersonal skills.
- Previous experience in a contact center is a desirable qualification, as is previous experience or education in mental health/crisis intervention/suicide prevention, although both are not required.

On-the-job training in

- Suicide Safety Assessment
- Clinical skills such as active listening, crisis intervention skills, and Motivational Interviewing
- De-escalation techniques
- Making referrals
- Identifying and assisting contacts who are at imminent risk of harm
- Call, chat, and/or text center technology and systems

Recruitment Declaration:

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they are able to perform every task in the job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes various backgrounds. Vibrant will consider any equivalent combination of knowledge, skills, education and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.