

Position Description

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Information		
Position Title: Crisis Line Worker/PT	Location: Main Office	Date: February 21, 2019
Reporting Relationship(s): Position reports to assigned Shift Leader		FLSA Classification: Non-exempt

General Summary

This individual responds to and manages calls received on all incoming and outgoing lines.

Duties and Responsibilities

- Respond to calls on *all* incoming lines, including crisis, resource (211CNY), and community support lines
- Place outgoing and follow-up calls to designated programs
- Input data in web based helpline software
- Attend basic listening skills training and Applied Suicide Intervention Skills Training
- Attend any other scheduled trainings/supervision and quarterly meetings
- Perform additional responsibilities as they develop and are assigned

Education Requirements

B.A. in Mental Health/Human Services Field desired, Masters preferred. Comparable training and experience will be considered. Must also have a demonstrated ability to effectively manage crises

Previous Experience Requirement

Crisis counseling experience desired; ability to respond to callers with a wide range of human service needs; experience linking people with needed community resources

Knowledge and Skills Needed to Perform Effectively in this Position

Counseling/Mental Health experience preferred; familiarity with multi-line telephone system; ability to adapt quickly to varied protocol/requirements of each incoming/outgoing line; ability to function autonomously and exercise good judgment and decision-making skills, particularly in a crisis situation

Additional Requirements

- A sense of responsibility and commitment to Contact Community Services and its mission.
- Active listening skills
- Knowledge of community resources
- Strong organizational skills
- Responsible and reliable
- Ability to effectively multi-task
- Understanding of personal wellness
- This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship

Physical Dimensions (Job-related physical abilities an individual needs to possess in order to perform the job in a satisfactory manner)

- Sitting at a computer for long periods of time; entering data; listening & speaking clearly on the telephone.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities

Essential Staff

This position is designated as essential staff. Essential employees perform work involving the safety of human life or the protection of property. Due to this designation, you will be required to report to work for your regular shift in the event the business office is closed due to an emergency. This is a condition of your employment. If you are required to report to work during a shift that the business office is closed due to an emergency, you will be compensated at a rate to equal one and half times your regular rate of pay.

I acknowledge I have read and understand this job description. I agree to assume the defined responsibilities and perform these duties.

Employee Signature:

Date: