



Crisis Counselor, Crisis Specialist, Community Connector

Contact Community Services, located in East Syracuse, NY, provides a variety of services that support the social, emotional, behavioral, and mental health of children, youth and adults. Our Crisis Services division, provides free, confidential, 24/7 services via our Hotline 988 Suicide and Crisis Lifeline and 211, connecting callers to critical health and human services in their community.

We are looking for individuals that will have a sense of responsibility and commitment who can respond to calls and help those in need to develop a plan to manage current and future crisis. We are dealing with real human issues and you will have the opportunity to have a positive impact.

Full and part-time openings are available on most shifts responding to 988 Lifeline and 211 callers. Hiring bonus and remote work available.

Duties and Responsibilities

- Answer calls and respond with compassion.
- Navigate multiple databases to refer callers to appropriate community resources.
- Place outgoing and follow-up calls to designated programs in our community.
- Assist with placing rescue calls for callers requiring emergency assistance.
- Keep proper documentation of activities.
- Other duties to support the Agency's mission of helping.

Qualified individuals will:

- Want to make a positive difference in people's lives.
- Have successful experience with counseling in the mental health arena.
- Be empathetic, have an abundance of patience and control one's emotions.
- Ability to think analytically in a high-stress environment.
- Have good judgement and decision-making skills.
- Be responsible and be able to work scheduled shifts.
- Have a deep understanding and belief in personal wellness.
- Minimum of an Associate degree required.

Contact Community Services, Inc. is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, or protected veteran status.