The Help Center is Southwest Montana's crisis line, suicide line, and information and referral service. Crisis Counselors are the primary staff for the Help Center and are responsible for the functioning of all programs and services when on duty. Crisis Counselors answer phone lines, work with volunteers, make Telephone Reassurance calls, and work with crisis walk-in clients. Counseling skills are a plus. Customer service skills and a growth mindset are helpful! Must be able to multitask and be very comfortable navigating computer software and search engines. Flexible schedule arrangements, shifts are typically 6 hours or 12 hours and combinations of days, nights, and weekends.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Some education and/or experience in a social work/counseling related field
- Good communication skills: speaking, writing, and listening.
- Skill in listening and working non-judgmentally with clients from a wide range of backgrounds
- Ability & willingness to develop competency in making assessments, developing crisis management and safety plans, offering information and referral to crisis callers, text/chat visitors, and to other agencies/professionals.
- Ability & willingness to work independently, exercising professional judgment, taking responsibility for the Help Center program and policies, occasionally handling several crises simultaneously.
- Computer literacy/familiarity/ skill with most common programs (Word, Excel)
- Comfortability with Internet search engines
- Participation in Help Center Crisis/ASIST Suicide training either prior to, or a.s.a.p. after accepting position.
- Ability/Willingness to participate in recruiting, training, supervision and ongoing support of volunteers.

OVERVIEW of CRISIS COUNSELING/ I&R POSITION
• Work the required number of hotline shifts or request paid time off
• Be familiar with all agency programs and responsibilities within them
• Train, support and supervise volunteers on shifts
• Attend staff meetings and other required events
• Complete additional tasks when needed. (I.E: administrative, household, stats, grant writing support & others)
• Participate in supervision and case review
• Engage in continuing professional education when offered
• Be familiar with resources available in the communities we serve
• Seek and be available for consultation and peer-support
• Be available for outreaches or other community crises when they occur

SCHEDULING of DUTIES and RESPONSIBILITIES

• Schedule day work in 6 or 12-hour shifts (8-2, 2-8 or 8am-8pm)
• Backup the night shift after your day shift
• Schedule night work in 12-hour shifts (8pm-8am)
• Required to work a combination of day and night shifts based on part-time or full-time
• Schedule one weekend back-up shift per month
• Be within cell phone range or 30-minute drive of HC when acting as back-up

RESPONSIBILITIES: PRIMARY DUTIES ON “SHIFT DAYS” for “Staff of the Day”:

• Handle all incoming contacts or supervise a volunteer in doing so.
• Make sure all client contacts are correctly recorded in software platform, edit when needed.
• Must be familiar with all incoming calls on a weekly basis and work with volunteers on specific issues as needed.
• Oversee or complete Telephone Reassurance duties for the day
• Supervise adherence to HC policies and rules, including special concerns or rules for particular clients.
• Schedule, check with, supervise and support volunteers on duty (incl. Telecare and resource volunteers).
• Must be constantly available to crisis volunteers for back up, consultation, out-reach, client appointments, overload.
• Provide or supervise after-hours answering services for other agencies and counselors, as arranged.
• Supervise and review volunteer call reports during their shift
• Become familiar/help update referral & emergency info, newsletters, announcements etc.
• Keep a balance between being always available and helpful to callers and keeping appropriate boundaries.
• Answer the 988 Suicide & Crisis Lifeline for those volunteers who have not yet been ASIST certified.

RESPONSIBILITIES: SECONDARY DUTIES

• Participate in Help Center meetings, in-service training opportunities.
• Share in preparing training materials; participate in recruitment and training of volunteers.
• Take on specific assignments or administrative duties.
• Meet clients at HC for scheduled appointments, or cover phones for others who are seeing clients.
• Serve as a member of HC Outreach Team for suicide or other severe crises.
• Check incoming e-mail, respond/re-direct as needed.
• Keep abreast of day-to-day responsibilities at the Help Center (volunteer calendar, USPS mail, trash pickup, etc.)
• Develop familiarity with entering data into Resource Database.
• Update data when becoming aware of changes.
• Assist other staff and volunteers in database entry, searches and resolution of technological concerns.
• Participate in all Help Center fundraising activities

POSITION REPORTS TO:

Help Center Director, 2-1-1 Manager, or Clinical Supervisor
HIRING SIGN-IN INFORMATION

_______________________________ was hired on ______ to work ______ time under this job description

The job consists _____ time crisis counseling/I&R, a mix of _____ day and night shifts per month, with backup shifts and other duties to be added as arranged.

Starting salary ____________/year, or ____________/pay period (alternate Wednesdays)

Signatures signify that program and agency policies and procedures were made available/discussed with the new employee.

Copies of the job description signed by the hiring supervisor and the employee will serve as the letter of employment to the employee and the personnel file. This JD will be a basis for end of probation evaluation. Probation can be extended if all duties stated here are not yet mastered

Background check was performed on __________, by ________________________________

Date of hire: __________ Salary: __________________________

READ and SIGNED by: ________________________________

Name of Employee (Print)

______________________________
(Signature)

DISCUSSED by: ________________________________

Name of Hiring Supervisor (Print)

______________________________
(Signature)

Evaluation completed by: ____________ to end probation, or extend it if more time is needed