



Job Announcement

By Binh Au and Jessica Wolfinger, 8/03/2020

Position Title Crisis Line Program Coordinator

Position summary

The Crisis Line Program Coordinator coordinates the day to day operations of the crisis line program. The position directly supervises approximately 75% of crisis line shift supervisors while maintaining administrative and clinical oversight of the volunteers and crisis line callers.

Schedule

This is a full-time (40 hours per week) position. Availability on evenings and weekends is expected. One "crisis line shift coordinator" shift from 4pm-mid or Sat/Sun 8am-4pm is required. A shift coordinator provides clinical consultation and technical support and supports shift transitions.

Supervision

The position reports to the Crisis Line Program Director and will utilize consultation as needed. The position is expected to attend weekly staff and clinical meetings and crisis line management team meetings.

The position will directly supervise 20-25 shift supervisors and provide day to day consultation regarding clinical issues to volunteers, interns, and shift supervisors.

Level of Decision Making

The position will provide support and consultation on matters related to crisis line program calls and clients, crisis line volunteers, and shifts supervisors. Decisions will be made regarding clinical consultations and performance of direct reports. The position will be an active participant in evaluating, designing and implementing crisis line program policy and procedures.

The position has the authority to:

- Recommend the hiring and termination of supervisees
- Discipline supervisees
- Provide consultation and make clinical decisions related to clients in the crisis line and text line program
- Recommend budgetary, policy, and procedural needs of the crisis line, text line, nightwatch program

Minimum Qualifications

- Understanding of laws and regulations regarding mental health and social service programs and the ability to apply state, federal, and local regulations related to client care in the crisis line and text line programs
- Commitment to ongoing self reflection and ability to lead with values of cultural humility is required
- Must be able to demonstrate the ability to effectively, sensitively, and respectfully relate to people from different cultural groups.



- Ability to consistently demonstrate behaviors that are in alignment with CSS Values and foster a sense of teamwork, appreciation, empathy, client care, and community care.
- Experience in crisis intervention or suicide prevention preferred
- Excellent public speaking, writing, interpersonal, and organizational skills
- Must be comfortable using Microsoft Office (Excel, PowerPoint, Word) and gSuite including gDoc and gSheets
- Minimum 2 years experience managing staff in a clinical setting
- Completion of a Master's Degree in counseling or related field (MSW, MFT, MPH etc) preferred; may be substituted for comparable experience

Typical Duties

- Cultural Humility Duties
 - Support CSS efforts in becoming a more anti-racist and multicultural organization
- Shift Supervisor Support
 - Provide training, mentorship, and supervision for shift supervisors I and II
 - Staff and Clinical Meeting - 2 hours/ week
 - One-on-One Meetings - 4 hours/ week
 - Recruit and hire new shift supervisors
 - Conduct performance evaluations (yearly/quarterly) and initiate disciplinary actions
 - Approve supervisees schedules and timesheets;
 - Assure budgetary compliance
 - Make budget recommendations
 - Support in designing and implementing Shift Supervisor Onboarding Training
 - Facilitate shift supervisor meetings
 - Complete clinical review of call notes
- Supervise Follow Up Program and Hospital Follow Up Program
 - Refer callers for follow up care
 - Supervise Follow Up Shift Supervisors
- Crisis Line Intern Program (separate from the clinical internship program)
 - Supervise 1-4 interns: including one-on-one supervision, documentation review, paperwork and assignments related to intern's school including evaluations and learning agreements
- Volunteer Program Oversight
 - Support Shift Supervisors in providing training, mentorship, and supervision for volunteers
 - Collaborate with shift supervisors to provide volunteer performance management
 - Support Shift Supervisors II with 3 annual volunteer appreciation events (Volunteer Dinner, Winter Party, and Fall Picnic).
 - Oversee volunteer program administration which includes file upkeep and managing contact and commitment lists.



- Support Crisis Line Director in all clinical matters
 - Prepare case presentations of crisis line callers
 - Outreach and follow up calls with high risk callers
 - Call note review
 - Write updates to caller profiles
 - APS/CPS reports tracking and filing
 - Maintain and update crisis line reference materials. The materials are located on wall postings, at each station, as well as online crisis line reference tool
- Training Program Support
 - Design and implement one program wide training/year
 - Complete one training class per cohort.
- Direct Service -Answer the 24 hour crisis lines when a crisis line shift is understaffed or as assigned
- Additional Duties
 - Other duties as assigned
 - In the first year, the position will also support efforts in integrating text line program functions with the crisis line program.

Salary

This position is classified exempt and the salary is set at \$58,822.40 annually.

Note: this is a lateral move for salary for those already in a Coordinator position at CSS.

Competitive benefits package includes vacation, holiday, sick leave, medical/dental insurance, and retirement plan.

To apply, please email your resume and cover letter to careers@crisissupport.org with "Crisis Line Coordinator" in the subject line by 11:59pm, Tuesday August 11th, 2020.

Candidates are expected to prepare a 20 minute presentation for their interview.

Pick an area of training or topic that could be improved/strengthened in the crisis line program. Or a counseling skill or modality that would be beneficial to crisis line work.

Explain in your presentation:

1. Why did you choose that topic?
2. How would you train on that topic? Please provide an overview of how you might approach developing a training on this topic.
3. Please include 1-3 learning objectives
4. What activities might you utilize to help convey concepts?
5. What are some potential pitfalls or complications related to providing this training?



CRISIS SUPPORT SERVICES
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