



JOB ANNOUNCEMENT

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Position Title: Lifeline Follow Up Supervisor

Background

Research has shown that some callers who utilize crisis centers continue to have suicidal thoughts and need additional services. Callers often establish a safety plan during their crisis line call but few remember their plans in times of crisis. Many callers continue to experience significant distress well after their initial call and can benefit from Follow Up services in multiple ways. The Follow Up care may reduce the need for emergency services and increase the likelihood that the caller will follow up with outside resources. Callers who have received Follow Up care may have a decreased likelihood of completing suicide. Finally, Follow Up care reduces isolation, provides additional connection, and increases the likelihood that the client will call again if they are at risk. This position offers shift supervisors an opportunity to work with callers on an ongoing, targeted basis. It presents an opportunity to develop additional crisis counseling and case management skills. Most crisis centers in the National Suicide Prevention Lifeline are involved in some form of follow up care.

Position summary

The primary task of the Lifeline Follow Up Supervisor position is to provide Follow Up care for crisis line, Lifeline, and COVID-19 support line callers deemed to be medium to high risk for suicide or acutely distressed. The Follow Up supervisor will complete outreach calls in order to provide continuity of care including documentation of current mental status, intake information, safety planning, and further referral. In addition the position will require ongoing care and treatment planning for each caller. The schedule will be flexible to match the needs of the callers.

Schedule

This position is part time, 12 hours/week.

Supervision/direction received

The Lifeline Follow Up Shift Supervisor reports to the Crisis Line Coordinator. The position will utilize consultation as needed. The Follow Up shift supervisor will receive one hour of supervision per month and additional training as necessary.

Level of authority and decision-making

The position will decide which referrals are appropriate for the Follow Up Program and the duration of follow up call contact with callers. The position will support the coordinator in creating and updating caller profiles.

Required Reading (Post-hire)

- 8 hours of motivational training DVD by - Steve Malkenberg Smith
 - S:\Training Videos\Motivational Interviewing
- Safety Plan Treatment Manual to Reduce Suicide Risk: Veteran Version by Barbara Stanley, Ph.D. And Gregory K. Brown, Ph.D.
 - <https://drive.google.com/file/d/0B8tWPS2BM-8OaUdLWWQwd2hoMm8/view?usp=sharing>
- <https://suicidepreventionlifeline.org/best-practices/>

Required Knowledge

- Knowledge of suicide prevention safety planning
- Knowledge of Alameda County BHCS resources including crisis resources, patients' rights advocates and FERC/NAMI
- Knowledge of all the Bay Area inpatient psychiatric facilities
- Basic knowledge of accessing services through private health insurance

Required Abilities

- Establish rapport, build therapeutic alliance with callers, and act responsibly towards caller feedback
- Recognize suicide risks and provide suicide assessments for all calls
- Recognize that caller-centered solutions and connectedness are key to providing crisis line intervention
- Ability to stay calm, think quickly, and make sound decisions in crisis situations
- Communicate effectively and compassionately with volunteers, staff, and callers
- Work collaboratively with program staff and accept constructive feedback
- Work independently using creativity and resourcefulness
- Willingness to continuously improve skills through supervision, research, and individual development
- Recognize the value that diversity and culture bring to an organization
- Complete detailed clinical notes in a timely fashion
- Ability to establish a crisis line follow up plan
- Ability to link callers to county resources

Minimal Qualifications

- 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.
- Current crisis line shift supervisor or current text team member
- One year of experience preferred in a mental health support role
- One year of crisis line phone counseling experience preferred
- Completion of crisis line training
- Graduation from an accredited college or university with an associate's or bachelor's degree in a social science or closely-related field is preferred. This may be substituted for comparable work experience.

Typical Duties

- Make outreach calls to high risk callers
- Gather relevant identifying information

- Assess for safety with every call
- Develop safety plans and engage in collaborative problem solving
- Provide resources
- Provide referrals and linkages to the referrals - This sometimes include conference calls with county mental health resources
- When appropriate, provide written communication - it may be in the form of a postcard, letter, or a hard copy of a safety plan
- Provide regularly scheduled Follow Up calls until the caller has attended a clinical appointment within their care system

Current shift supervisor pay rate applies to hours worked as Lifeline Follow Up Supervisor.

To apply, please email the required cover letter and resume to careers@crisissupport.org with "Lifeline Follow Up Supervisor" in the subject line. In your cover letter, please describe why you are motivated to take on this position and what knowledge, skills and abilities you will use to succeed in the position.

Crisis Support Services of Alameda County is an Equal Opportunity Employer (EOE) and committed to fostering a diverse and inclusive workplace. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability or veteran status. We value the range of life experiences our staff bring with them and are stronger for having staff and volunteers with lived experience of surviving suicidal crises.