



**CRISIS SUPPORT SERVICES**  
of Alameda County  
P.O. Box 3120, Oakland, CA 94609

## Job Announcement - Bilingual (Spanish/English) Text Line Program Shift Supervisor (12 month term, part time)

### Location

This is a **remote** position throughout the pandemic. The position will work on site in Oakland, when the office reopens at the recommendation of public health officials and the direction of the executive director.

### Position Summary

Text line hours are 7 days per week 4pm-11pm. The program goal is to reach youth in crisis through texting to provide emotional support, and perform suicide assessment and intervention, and safety planning. Counselors draw upon the youth's strength, resilience, and support systems to help youth cope with difficult emotions and life situations.

The Bilingual Text Line Program Shift Supervisor answers texts in Spanish as needed and provides training on the Text Line while adhering to the standards and protocols in the program operations manual. The position also provides supervisory support to text line volunteers while on their shift as well supervisory support to crisis line volunteers related to text sessions. While on shift, the position will coordinate with Crisis Line Shift Supervisor on workflow, breaks, and providing support to volunteers and interns.

The Text Line Program Shift Supervisor must be comfortable paying attention to nuances of written communication with texters. Tone, pacing, creative use of punctuation, and use of emoticons require consideration when providing text-based support.

In addition to providing bilingual services on the Text Line, the Bilingual Text Line Program Shift Supervisor will be expected to interpret videos for the Teens for Life Program into Spanish and create outreach material to promote the Text Line Program to Spanish-speaking residents of Southern Alameda County.

### Schedule

The position is 20 hours per week, 4 days per week. Typical hours will be 5 hours per shift. We are currently looking for someone to work **Tuesday to Friday** or **Wednesday to Saturday**, either from 4-9 pm or 5-10 pm. The position also includes attendance at Staff/Clinical meetings each Thursday from 9:30am-11:30am.

### Supervision Received

The Text Line Shift Supervisor reports to the Crisis Line leadership team and will utilize consultation as needed. Shift Supervisors will receive 30 minutes of individual supervision every 2 weeks, attend staff and clinical meetings each Thursday.

The shift supervisor supervises and trains the text team counselors assigned to their shift.

### **Knowledge and Skill Requirements**

- Bilingual fluency in written and spoken Spanish
- Skills in the use of OARS (Open Ended Questions, Affirmations, Reflections, and Summarization)
- Ability to give suicide assessments via text
- Proper documentation of every text session
- Shift supervisors will teach new skills and text line procedures to text teamers
- Check-in/debrief with text teamers after difficult text sessions or any red flag issues.
- Shift supervisors will report to their direct supervisor any information related to quality control and volunteer support that is of importance
- Shift supervisors will need to give positive and constructive feedback to text line volunteers
- Shift supervisors will be expected to provide role plays to text line volunteers during their training
- Maintain confidentiality of volunteers and texters
- As mandated reporters, shift supervisors must know the mandated reporting and documentation procedures
- Knowledge of how to enact an active rescue, support volunteers through an active rescue, follow-up, and perform documentation procedures.

### **Typical Duties**

- Provide direct service on the Text Line
- Properly document every text session
- Provide support and supervision to text line volunteers
- Manage workflow for text line volunteers
- Provide in-classroom training for new volunteers
- Translate existing Teens for Life Video series to Spanish
- Create Spanish outreach materials for the Text Line to distribute to schools, social media accounts, etc.
- Other duties as assigned

### **Qualifications**

- Current crisis line shift supervisor or current text team volunteer preferred
- Strength-based and cultural humility orientation towards counseling youth and young adults
- Enjoys analyzing details of written communication via text
- Trained or willing to be trained in MI for text counseling
- One year of mental health experience preferred but not necessary
- One year of crisis line phone counseling experience preferred but not necessary
- Completion of crisis line training or Text 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.

There may be an opportunity for ongoing training, MFT or LCSW hours toward licensure.

The hours are 20 hours per week. The rate of pay for this position is \$22.48/hour.

This is a temporary position that will be funded by a grant until November, 30th 2021. Continued employment is contingent on grant funding.

To apply, please email required cover letter and resume to [careers@crisissupport.org](mailto:careers@crisissupport.org) with “Bilingual Text Line Shift Supervisor” in the subject line.

**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.**