



Job Announcement

By Binh Au, 6/19/2020

Position Title: Crisis Line Shift Supervisor II

Position Summary

The Shift Supervisor II role is an expansion of the current shift supervisor role. In addition to Shift Supervisor I shifts, the Shift Supervisor II will add one 8-hour shift in the evenings or weekends to serve as the "shift coordinator". During that time, the position will work on administrative tasks, onboard and offboard remote workers, and provide consultation.

The role is an opportunity to learn and practice skills associated with program management and people coaching.

On Shift Supervisor I shifts, the position will answer the 24 hour crisis lines, National Suicide Prevention Lifeline, NightWatch lines and Text Line adhering to the standards and protocols in the program operations manual, NSPL Standards, and CA DHCS regulations on the 24/7 ACCESS line. The Shift Supervisor I also provides supervisory support to volunteers and interns on their shift.

Supervision

Shift Supervisors II reports to a Crisis Line Program Coordinator and will utilize consultation as needed. Shift Supervisor II will receive 30 minutes of individual supervision every 2 weeks, will attend staff and clinical meetings each Thursday, and will attend Shift Supervisor meetings twice monthly. Supervision will have an emphasis on coaching the Shift Supervisor II in program management, training skills, public speaking skills, and people management skills.

The Shift Supervisor II supervises the volunteers and interns assigned to their shift.

Level of Decision Making

The position will provide consultation support and make clinical decisions related to active rescues, mandated reporting, and call limits on assigned shifts. The position will be an active participant in evaluating, designing and implementing crisis line program policy and procedures.

Schedule

The Shift Supervisor II will have a regular schedule of up to 40 hours/week. One 8 hour shift during the evening (4pm-mid) or weekend (8am-midnight) is required.

Minimum Qualifications

- Must be a current crisis line shift supervisor
- Commitment to ongoing self reflection and leading 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 establish and maintain positive, collaborative relationships with volunteers, interns, and staff



- 500 hours of crisis line experience or experience in a similar environment(includes time as volunteer, intern, and paid staff)
- Comfortable providing services on the crisis lines, NightWatch lines and Text Line
- Consistent history of providing coaching and support to volunteers and interns
- 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.
- Ability to work nights and weekends
- Knowledge of Crisis Line Program and CSS policies and procedures
- Knowledge of crisis line and remote worker technology, mandated reporting, and crisis resources
- Ability to provide consultation to shift supervisors, interns and volunteers

Typical Duties

- Scheduling - Monitor and respond to text line, crisis line, volunteer and shift supervisor scheduling needs
- Volunteer management
 - Train new volunteers and interns
 - Provide feedback on NightWatch test calls
 - Support silent monitoring plan by listening and documenting observations
 - Support volunteer appreciation efforts including events, writing cards, movie nights, etc.
- Client management
 - Review and draft client profiles and recommendations for client care
 - Be a role model at clinical meetings by coming prepared with agenda items
- Administrative tasks as assigned by program director or coordinators
 - This might include filing, tidying up the crisis line room, creating flyers and posters, updating the crisis line homepage, updating the NightWatch homepage, data analysis and reports building
- Other duties as assigned

Salary

If assigned this position, the shift supervisor will receive a \$1 increase on all current pay rates.

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

To apply, please email the required cover letter and resume to careers@crisissupport.org with "Crisis Line Shift Supervisor II" 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.