



Job Announcement

By Binh Au and Katia Munoz, 2/1/2021

Position: Crisis Line Program Assistant

Schedule

This is a 20 hours/week position. Availability on evenings and weekends is expected. We ask for some flexibility in schedule to be able to meet trainees and trainers who work evenings and weekends.

Supervision

The position will report to the Program Coordinator and utilize consultation as needed. 30 minutes of individual supervision will be given every week. The Program Assistant will attend staff and clinical meetings each Thursday.

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. The position will be an active participant in evaluating, designing and implementing crisis line program policy and procedures.

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.
- Excellent organizational skills
- Ability to work independently and as part of a team
- Punctuality and reliability
- Excellent communication skills
- Proficiency with Windows, Microsoft Office, G Suite
- Comfortable providing services on the crisis lines, NightWatch lines and Text Line
- Consistent history of providing coaching and support to volunteers and interns
- Knowledge of Crisis Line Program and CSS policies and procedures
- Knowledge of crisis line and remote worker technology
- Ability to provide consultation to shift supervisors, interns and volunteers



Typical Duties

- Scheduling
 - Managing the crisis line calendar
 - Responds to scheduling emails
 - Record keeping on attendance
- Shift Supervisor Support
 - Assist with recruitment of new shift supervisors
 - Support in designing and implementing Shift Supervisor Onboarding Training
 - Support/Facilitate shift supervisor meetings
 - Complete clinical review of call notes as needed
- Support with Volunteer Program Oversight
 - Support Shift Supervisors in providing training, mentorship, and supervision for volunteers
 - Collaborate with shift supervisors to provide volunteer performance management support
 - 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.
 - Volunteer of the month
 - Maintain communication with volunteers
- Support Crisis Line Director and Coordinator in 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
 - Complete one training class per cohort
 - Direct Service -Answer the 24 hour crisis lines when a crisis line shift is understaffed or as assigned



CRISIS SUPPORT SERVICES
of Alameda County

www.crisissupport.org
PO BOX 3120
Oakland CA 94609
510-420-2460

- Additional duties as assigned

Salary

Compensation is \$23.98/hour for daytime hours and \$25.30/hour for overnight hours. The position is eligible for benefits.

To apply, please email your required resume and cover letter to careers@crisissupport.org with "Crisis Line Program Assistant" in the subject line. Position is open until filled.

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.