



## **Job Announcement**

By Katia Muñoz and Binh Au, 8/23/2021

### **POSITION TITLE: Part Time Shift Supervisor positions available**

These are the open shifts until they are filled

**Fridays midnight-8am (overnight)**

**Saturdays midnight-8am (overnight)**

**Sundays midnight-8am (overnight)**

**Sundays 8am-noon, noon-4pm**

**Mondays 4-8pm**

**Tuesdays 4-8pm**

**Thursdays 4pm-8pm, 8pm-midnight**

Part time hours can range from 10 hours/week to 32 hours/week depending on a match in staff availability and program scheduling needs.

Crisis Support Services of Alameda County ([www.crisissupport.org](http://www.crisissupport.org)), a non-profit agency, is seeking an on-call Crisis Line Shift Supervisor to fill overnight shifts and other daytime shifts as needed; ability to cover overnight shifts and weekends a must.

This position is best suited for people who enjoy thinking on their feet, collaborating with local behavioral health agencies, and working with people from diverse backgrounds. Join our team of dedicated staff to help people in crisis in our community. Our training program is highly regarded.

### **Position Summary**

Crisis Support Services of Alameda County is seeking a Crisis Line Shift Supervisor to provide on-site supervision and technical support to a team of dedicated and passionate volunteers and interns. The Shift Supervisor position answers calls on a 24 hour crisis line and ensures that the crisis intervention, information, and referral services meet the needs of the community, adhere to the highest possible ethical standards, and comply with the rules and procedures outlined in the program operations manual. This assignment is an opportunity to make a meaningful difference in the lives of others and work collaboratively with a team in an innovative and compassionate environment.

The primary duties of the position include providing crisis intervention counseling and shift supervision on the agency's 24-hour telephone crisis lines during overnight shifts (12:00AM – 9:00AM) as well as other 4 hour shifts. You must also be available for emergency fill-in shifts. Attending monthly crisis line meetings or weekly clinical meetings is required.



## **Supervision**

Shift Supervisors report to the Crisis Line Program Coordinator and will utilize consultation as needed. This position receives 30 minutes of individual supervision every two weeks. In addition, The Shift Supervisor will attend staff and clinical meetings each Thursday from 930am-1130am.

## **Essential Functions and Responsibilities**

- Provide supervision to volunteers and interns.
- Respond to and triage calls on the 24 hour crisis hotline and after-hours behavioral health ACCESS lines
- Supervise and provide consultation on the 24 hour crisis hotline and after-hours ACCESS lines
- Manage the text line.
- Monitor calls and provide feedback and consultation to volunteers.
- Manage volunteers assigned to you.
- Make outreach calls and coordinate referrals to CPS, APS, and emergency services when needed.
- Provide follow-up support to high risk callers.
- Research and update new and existing referral sources.
- Manage call volume and set limits that support callers.
- Review call notes for professionalism and accuracy.
- Participate in volunteer and staff training, supervision, and development activities as required.
- Communicate all relevant information to the next shift supervisor and coordinator.
- Provide technical support.
- Help foster an environment of dignity and respect.
- Other duties as assigned.

## **Abilities**

- Establish rapport, build productive caller relationships, and take responsibility for caller feedback.
- Recognize that caller-centered solutions and connectedness are key to providing crisis line intervention.
- Display confidence and composure in crisis situations.
- Communicate effectively and compassionately with volunteers, staff, and callers.
- Work collaboratively with others and to 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.

### **Minimum Requirements**

- One year of mental health experience required.
- One year of crisis line phone counseling experience preferred – including 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.
- 1 year experience in supervising staff and/or volunteers preferred

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

The rate of pay for this position is \$22.00/hour for 8am-4pm shift on weekdays, \$22.75/hour for weekends and evenings (4pm-1159pm) and \$23.75 for overnight hours (mid-8am).

To apply, please email required cover letter, response to the question below and resume to [careers@crisissupport.org](mailto:careers@crisissupport.org) with "Crisis Line Shift Supervisor" in the subject line. Please indicate in your cover letter the shifts you are available to work.

Question: Please answer the following question with 1-3 paragraphs. CSS released our [Justice, Equity, Diversity and Inclusion Statement](#) in 2021 and we are working to incorporate those values in all crisis line processes including our hiring process. CSS is moving to become a more anti-racist organization. What can you do as an individual to continue to support your workplace in anti-racist work? How do you apply cultural humility principles in your work with vulnerable communities?

**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.**