



**JOB ANNOUNCEMENT**

**Position Title:** Text Line Shift Supervisor

**Remote Work Eligibility:** Eligible for hybrid work after initial training. Office located in North Oakland. Must be a local resident.

**Schedule:** Part time hours available, non-exempt

**Start Date:** Negotiable and flexible

**Salary:** \$25/hour with \$1.50/hour shift differential on 4pm-midnight shifts

**Posting Date:** May 3rd, 2023

**Application Close Date:** Position open until filled

Crisis Support Services of Alameda County ([www.crisissupport.org](http://www.crisissupport.org)), a non-profit community mental health agency, is seeking Text Line Shift Supervisors to fill evening, and weekend shifts. Full time hours are 30-40 hours/week and part time hours can range from 10 hours/week to 29 hours/week depending on a match in staff availability and program scheduling needs. The position is supporting CSS 988 capacity building.

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 and volunteers to help people in crisis connect to live saving resources in our community.

**Agency Mission**

To reach out and offer support to people of all ages and backgrounds during times of crisis, to work to prevent the suicide of those who are actively suicidal, and to offer hope and caring during times of hopelessness.

**Agency Values**

We care, from the inside out. With open hearts and minds, we build connections and remain committed to growth to be the best for the people we serve.

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| <p><b>Care, From the Inside Out</b></p> <ul style="list-style-type: none"> <li>● Compassion and Respect for All</li> <li>● Share the Load</li> <li>● Reach Out Early and Often</li> <li>● Set Boundaries</li> <li>● Be Kind to Yourself</li> </ul> | <p><b>Open Hearts and Minds</b></p> <ul style="list-style-type: none"> <li>● Welcome Differences</li> <li>● Meet People Where They're At</li> <li>● Assume Good Intentions</li> <li>● Lean In</li> <li>● Advocate</li> </ul> |
| <p><b>Build Connections</b></p> <ul style="list-style-type: none"> <li>● Listen Actively</li> <li>● Communicate Thoughtfully</li> <li>● Collaborate</li> <li>● Share our Stories</li> <li>● Welcome Levity</li> </ul>                              | <p><b>Committed to Growth</b></p> <ul style="list-style-type: none"> <li>● Reflect</li> <li>● Give and Receive Feedback</li> <li>● Learn, Always</li> <li>● Be Resilient</li> <li>● Adapt</li> </ul>                         |



## **Justice, Equity, Diversity, and Inclusion Statement**

CSS works toward the elimination of the tragic experience of suicide in Alameda County and this cannot be accomplished without the elimination of racism, sexism, ableism, and other forms of oppression in our community. We acknowledge that dismantling systems of oppression requires active engagement and constant effort. In order to better serve the diverse communities of Alameda County, address the above inequities, and elevate voices and experiences of those directly impacted by suicidal thinking or behaviors.

CSS commits to:

- Encourage and support education, self-reflection, and both personal and professional development for all levels of CSS workforce and governance.
- Develop and provide services that incorporate the wisdom of the communities that CSS serves.
- Advocate for and promote policies that serve the mental health needs of diverse communities within Alameda County with the goal of creating a more robust crisis continuum that is not dependent on law enforcement and correctional facilities.
- Openly request, receive, and utilize feedback provided by community members and partner agencies to develop policies and processes.
- Continuously and critically review CSS policies, practices, and performance to demonstrate adherence to these diversity, equity, and inclusion commitments.

## **Position Summary**

Text line hours are currently 7 days/week, 8 am to 12 am. The program goal is to reach youth in crisis to provide emotional support and encouragement, suicide assessment and intervention, and safety planning. We also hope to draw upon the youth's strength, resilience and natural support systems to cope with difficult and/or uncomfortable emotions and life situations.

The Text Line Program Shift Supervisor answers chats/texts via our Local Text Line and Lifeline as necessary. They are also responsible for providing 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 team members while on their shift as well supervisory support to crisis line volunteers related to text sessions or youth in general. While on shift, the position will collaborate and coordinate with other volunteers and staff on workflow, breaks, and providing support to volunteers and interns.

The applicant must be interested in learning concepts and tools in Motivational Interviewing (MI) as applied to text. A familiarity with MI is a plus but not necessary. Unless the applicant already has extensive training on text, applicants may need additional training in MI as understood in crisis texting after being hired.

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.

## **Schedule**

We are currently looking to cover [shifts](#) between 8am-12am. The Text Line Coordinator will determine the schedule based on coverage needs so a willingness to work different schedules is required.



The position also includes attendance at a consultation meeting for a minimum of 2 hrs per month, and staff are highly encouraged to attend staff meetings 2nd and 4th Wednesdays 9:30-10:45am.

### **Supervision/Direction Received**

The Text Line Shift Supervisor reports to the Text Line Program Coordinator and will utilize consultation as needed. Shift Supervisors will receive at minimum 60 minutes of supervision per month.

The Text Line Supervisor is also eligible to receive clinical kid hours if working at minimum 16 hours per week.

### **Knowledge and Skill Requirements**

- Skills in the use of OARS (Open Ended Questions, Affirmations, Reflections, and Summarization) is required of all applicants.
- The ability to give suicide assessments via text/chat
- Proper documentation of every text or chat encounter
- As a text line trainer and supervisor, the position will teach new skills or protocols to text teamers as well as check in with text teamers after difficult text/chat sessions or any red flag issues.
- Shift Supervisors will report to the Text Line Coordinator any information related to quality control and volunteer support that is of importance
- Shift supervisors will need to give positive and constructive feedback and training to the text teamers assigned to their shift. Shift supervisors will be expected to facilitate roleplay sessions.
- Maintaining confidentiality of volunteers and texters/chat visitors
- Legally, shift supervisors are Mandated Reporters. Shift supervisors must know the processes for mandated reporting and documentation procedures.
- Knowledge of how to enact emergency procedures, support volunteers through emergency procedures, provide follow up, and fulfill documentation procedures

### **Level of Authority**

- Utilize a wide range of crisis counseling interventions to meet the needs of texters
- Recommend blocking texters for up to 3 days who are using abusive, aggressive, or disruptive behavior on our Local Text Line
- Recommend breaking confidentiality for mandated reporting (consultation is mandatory) - The agencies you can break confidentiality with include: CPS, APS, Ombudsman
- Recommend breaking confidentiality for imminent risk (consultation is mandatory) - another crisis line or community mental health agency, local law enforcement agency or a texter's family member
- Recommend program policies, practices, and purchases that increase the effectiveness of the Text Line Program

### **Typical Duties**

- Provide direct service on our Alameda County Text Line and 988 Chat/Text
- Ensure that all other counselors and volunteers on-shift are accurately documenting all text and chat sessions in a timely manner



- Provide support, feedback, and supervision to assigned volunteer Text Team and Lifeline counselors
- Create and distribute marketing materials to promote the Text Line Program
- Manage workflow for volunteer Text Team counselors by delegating and triaging text sessions as needed
- Provide on-shift training for new volunteers as needed
- Other duties as assigned

### **Minimal Qualifications**

- Current crisis line shift supervisor or current text team member preferred
- Strength based and cultural humility orientation towards 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 text or 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.

### **Additional Requirements**

- Proof of vaccination against Covid-19 required
- Must complete Background Check (DoJ) and LiveScan

### **Schedule and Location**

The position has a minimal scheduling requirement of 12 hours/week. The position is remote work eligible after the initial training period.

### **Rate of Pay and Benefits**

The pay for this position is \$25.00/hour for weekday shifts 8am-3:59pm.

Evening and weekend bonuses are \$1.50/hour for shifts 4pm-11:59pm.

Additional bonuses are applied when the text line counselor completes training duties. The position is eligible for the following benefits: Employee will qualify for pro-rated medical benefits, 12 paid holidays per year, sick time, vacation time, floating holiday time, and retirement plan.

### **Application Process**

To apply, please email your required resume, cover letter and response to QUESTION 1 below to [careers@crisissupport.org](mailto:careers@crisissupport.org) with "Text Line Shift Supervisor" in the subject line.

QUESTION 1: Please answer the following question with 1-3 paragraphs. CSS is moving to become a more anti-racist organization. What can you do as an individual to continue to support CSS in our anti-racist work? How do you apply cultural humility principles in your work with our callers, clients and our 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**



**CRISIS SUPPORT SERVICES**  
of Alameda County

[www.crisissupport.org](http://www.crisissupport.org)

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**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.**