

Title: Crisis Counselor
Reports To: Lifeline Division Coordinator
Program: Behavioral Health/Crisis Services
Date: November 2017
Hours & Salary: Full Time/Non Exempt/DOE

General Function:

- Primary responsibility is to answer Lifeline phone calls and texts and provide back-up coverage for online chats that originate from both the Lifeline and imhurting.org portals
- The Crisis Counselor will provide non-judgmental, empathic, emotional crisis support by utilizing a crisis intervention model (RIDES) as well as suicide intervention techniques as appropriate during a client contact with an individual who is in a self-defined crisis
- Provide customer service, support, and consultation to volunteer counselors and perform active rescue procedures and make mandatory reports as needed

Qualifications:

- AA Degree in Human Services or a related field and/or equivalent experience. Bachelor's Degree preferred
- One (1) year experience in a mental health or related position
- Washington state credentialing required upon hire
- Crisis intervention experience strongly preferred
- Training in suicide prevention and intervention strongly preferred
- Excellent computer skills including the ability to type quickly with few errors and be comfortable utilizing technology to support clients
- Strong communications skills – both written and verbal. Experience communicating via instant messaging preferred
- Ability to work independently with minimal supervision
- Ability to work cooperatively with members of the general community and as a clinical team member
- Ability to take ownership of decisions and clinical feedback from direct supervisor
- Flexibility and ability to adapt to changes in the work environment and job duties
- Ability to take the initiative and seek information from available resources
- Demonstrated respect for diversity

Principal Activities:

- Answer incoming calls/texts/chats and engage the client in emotional support, utilizing suicide intervention techniques as needed
- Initiate active rescue procedures if it is determined that a client is at immediate risk of harm to self or others
- Operate within legal requirements of applicable state and federal laws including HIPAA confidentiality requirements and mandated reporting (i.e. CPS, APS referrals, Tarasoff Duty to Warn)
- Provide collaborative support and assistance to the volunteers as appropriate

Effect on End Results:

- Decrease the level of a client's crisis by engaging the client and utilizing crisis intervention model (RIDES) and suicide intervention techniques as needed
- Respond to calls/texts/chats efficiently so clients are able to engage with the Crisis Counselor in the shortest amount of time possible

Crisis Counselor

Physical Demands/Working Conditions:

The physical demands are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor
- Must be able to see and use computer, and able to hear well enough to communicate with staff and volunteers
- Must be able to reach above head and perform repetitive movements
- Must be able to drive or have reliable transportation for off-site meetings and events

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.