

**POSITION: CRISIS COUNSELOR**

Reports To: Lifeline Division Coordinator  
Program: Behavioral Health/Crisis Services  
Position Type: Full Time/Non Exempt  
Date: June 2019

**WE OFFER:**

GENEROUS \$2 - \$4 SHIFT DIFFERENTIAL PAY  
UP TO 200 PAID TIME OFF HOURS PER YEAR  
MEDICAL & DENTAL  
403(B) RETIREMENT  
FLEX SPENDING ACCOUNT and more....

*VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!*

**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:**

- High School diploma. AA or BA Degree in Human Services or a related field and/or equivalent experience preferred
- Crisis intervention experience strongly preferred
- Washington state credentialing required upon hire
- 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:**

## Crisis Counselor

- 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

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