

POSITION: CRISIS COUNSELOR II

Reports To: Lifeline Division Coordinator
Program: Behavioral Health/Crisis Services/Lifeline Division
Position Type: Full Time/Non Exempt
Date: November 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 chats and phone calls that originate from the National Suicide Prevention Lifeline
- Provide non-judgmental, empathic, emotional crisis support by utilizing a crisis intervention model as well as suicide intervention techniques as appropriate during a client contact with individuals in a self-defined crisis
- Actively participate in volunteer training and coaching as assigned by the Lifeline Division Coordinator
- Implement 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
- 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 including the use of instant messaging
- Strong communications skills – both written and verbal
- 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 chats and calls 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

Crisis Counselor

- 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)
- Train and coach volunteers as assigned by the Lifeline Division Coordinator
- 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

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.