

POSITION: CHAT SPECIALIST

DATE: April 2016
PROGRAM: Behavioral Health/Crisis Chat
REPORTS TO: Crisis Chat Sr. Program Manager
HOURS & SALARY: Full Time/Non-Exempt/ DOE
LOCATION: Everett

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!

POSITION DESCRIPTION:

- Primary responsibility will be to answer online crisis chats that originate from the Lifeline chat portal and carecrisis.org
- Provide coaching, mentoring, and consultation to volunteer Chat Specialists and perform active rescue procedures as needed
- Perform a basic daily review of chat transcripts as defined by the Program Manager
- Maintain the volunteer schedule throughout each month
- Act as the primary trainer during the shadowing portion of volunteer training

QUALIFICATIONS:

- AA Degree in Human Services, Behavioral Science or a related field. Bachelors Degree preferred
- One (1) years experience in a mental health position
- Washington state credentialing required
- 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 provide online support
- Strong writing skills with proven ability to communicate effectively through written communications and instant messaging
- Ability to work independently with minimal supervision
- Ability to work cooperatively as a clinical team member
- Demonstrated respect for diversity
- Flexible with respect to scheduling. Weekends, holidays, evenings shifts are required

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

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