

## **POSITION: ONLINE CRISIS COUNSELOR**

PROGRAM: Behavioral Health/Crisis Services  
REPORTS TO: Crisis Services Sr. Program Manager  
STATUS: Full Time/Non Exempt  
LOCATION: Everett, WA

*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!*

Crisis Chat is a behavioral health service of Care Crisis Response Services. The crisis chat network is the first service of its kind where crisis centers across the United States have joined together to collaborate in creating best practices for providing online emotional support, crisis intervention, and suicide prevention services.

### **POSITION DESCRIPTION:**

- Primary responsibility is to answer online crisis chats that originate from the Lifeline chat portal and imhurting.org
- Provide non-judgmental, emotional support by utilizing a crisis intervention model (RIDES) as well as suicide prevention techniques as appropriate during an online exchange with a Chat Visitor who is in a self-defined crisis
- Provide support to volunteer counselors and perform active rescue procedures as needed

### **QUALIFICATIONS:**

- AA Degree in Human Services, Behavioral Science or a related field. Bachelor's Degree preferred
- One (1) year experience in a mental health 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 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](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.*

## Crisis Line/Online Crisis Counselor