

**CRISIS CONNECTIONS**  
**JOB DESCRIPTION**  
**RECOVERY HELP LINE TEXT SPECIALIST**

**POSITION SUMMARY:** The Recovery Help Line (RHL) Text Specialist is responsible for responding to incoming requests for support and intervention on the RHL Text Line. The Text Specialist may, at times, also provide support to RHL Text Volunteers by providing orientation and training of the RHL Text Technology, as well as providing support to RHL Text Volunteers during text conversations and debriefing conversations as needed. The RHL Text Specialist responds to text conversations through proper use of the technology platform used.

**QUALIFICATIONS AND EXPERIENCE NEEDED:**

- High School diploma or equivalent.
- Experience working with on line communication and social media.
- Evidence of ability to work with a team of staff and volunteers in a fast-paced environment.
- Excellent communication, typing and interpersonal skills.
- High level of attention to detail.

**REPORTS TO:** Recovery Help Line Manager

**SALARY:** \$15.00 per hour

**STATUS:** Full Time/Non-Exempt

**TO APPLY:** Send resume' and cover letter to:

Robyn Smith, MSW, CDP  
Recovery Help Line Manager  
Crisis Connections  
9725 – 3<sup>rd</sup> Ave. NE, Ste 300  
Seattle, WA 98115

**or**

[rsmith@crisisconnections.org](mailto:rsmith@crisisconnections.org)

**Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.**

## **RECOVERY HELP LINE TEXT SPECIALIST JOB COMPETENCIES**

### **RESPONSIBILITIES AS ASSIGNED BY RECOVERY TEXT MANAGER**

1. Provides effective support to Recovery Help Line (RHL) Text Volunteers including: assisting volunteers in assessing emergent and non-emergent conversations assist volunteers in developing and implementing appropriate intervention with emergent and non-emergent conversations, assist volunteers in resolving emergent and non-emergent conversations.
2. Provides adequate monitoring of emergent and non-emergent text conversations.
3. Provides effective feedback and/or debriefing following text conversations.
4. Provides training in text conversation handling skills and relevant policies and procedures.
5. Assists text volunteers in adhering to volunteer requirements

### **SERVICE DELIVERY**

1. Demonstrates knowledge of crisis intervention strategies.
2. Demonstrates knowledge of RHL Text Line software and its appropriate use.
3. Demonstrates knowledge of RHL Text Line policy and procedures.
4. Maintains appropriate professionalism in dealing with RHL Text Visitors.
5. Demonstrates ability to handle multiple text conversations at the same time.
6. Accurate and timely completion of logging completed text conversations and QA as assigned.
7. Makes appropriate use of Shift Supervisor.
8. Participates in RHL Text Line training and other non-phone room responsibilities as assigned.

### **PROFESSIONAL DEVELOPMENT**

1. Participates in program meetings and planning.
2. Attends at least four (4) trainings and in-services annually.

### **QUANTITY AND QUALITY OF WORK/WORK HABITS**

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Follows personnel policies and procedures.
3. Written and verbal communication is clear, concise, accurate and thorough.

4. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
5. Makes appropriate use of supervisor.
6. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
7. Suggests solutions to identified problems.