

# **JOB POSTING**

## **Overnight Crisis Phone Worker**

**JOB SUMMARY:** The Crisis Line Phone Worker is responsible for providing high quality comprehensive services to callers on the Crisis Line.

### **QUALIFICATION AND EXPERIENCE NEEDED:**

- Bachelor's Degree or substantial experience in related human services.
- Experience as a volunteer phone worker at CRISIS CONNECTIONS.
- Excellent communication and problem-solving skills, including ability to respond to callers with patience, objectivity and nonjudgmental attitude.
- Demonstrated ability to problem solve.
- Knowledge of community resources.
- Ability to work well in a team; good interpersonal skills.
- Ability to follow protocols and procedures.
- Ability to multi-task
- Computer literate

**POSITION REPORTS TO:** Crisis Line Manager

**SALARY:** \$16.00 per hour. This position qualifies for a pay differential of \$2.00 per hour.

**TO APPLY:** Send cover letter and resume to [jwinslow@crisisclinic.org](mailto:jwinslow@crisisclinic.org)

**POSITION CLOSING:** When filled

***CRISIS CONNECTIONS is an Equal Opportunity Employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.***

## **JOB COMPETENCIES**

### **COMMUNICATION SKILLS**

1. Develops rapport and trust with callers
2. Assists callers with problem identification and problem solving
3. Uses paraphrasing appropriately to assist in assessment
4. Probes for information in a sensitive and caring manner
5. Expresses empathy appropriately
6. Is non-judgmental and objective with callers
7. Responds to difficult callers with sensitivity
8. Does not escalate clients' anger; does not engage argumentative callers
9. Exhibits patience with callers
10. Uses open-ended questions when appropriate
11. Sets appropriate limits with difficult callers
12. Smoothly integrates supervisory direction into calls.

### **KNOWLEDGE OF PROTOCOLS/PROCEDURES**

1. Alerts CSC immediately to call content involving possible danger to the identified client or to other people. (This includes suicide, homicide, child/elderly abuse, and other violence threats or ideation.)
2. Alerts CSC when identified client presents indications of possible mental disorder.
3. Adheres to confidentiality policy
4. Limits length of non-emergent calls.

### **KNOWLEDGE OF RESOURCES**

1. Skillfully uses computer and directories to access resources.
2. Provides accurate and necessary information and sufficient options to enable caller to choose most appropriate resources.
3. Assists callers, when necessary, in contacting and utilizing resources; uses language line effectively to communicate with callers; provides advocacy when appropriate

### **RECORD KEEPING**

1. Performs thorough and accurate collection and notation on log sheets of caller/client demographic information.
2. Appropriately codes callers' problems, summation of call, and disposition, including referral information, on log sheet.
3. Properly uses all other forms.

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

1. Arrives at work on time and maintains regular attendance
2. Handles disagreements directly with the person(s) concerned.
3. Works cooperatively to promote an atmosphere of teamwork in phone room and throughout organization.
4. Shows respect to co-workers, volunteers and clients.
5. Participates in trainings and meetings as requested by supervisor.
6. Accepts constructive feedback
7. Follows personnel policies and procedures.
8. Makes appropriate use of supervisor.
9. Suggests solutions to identified problems.