

**CRISIS CONNECTIONS
TEEN LINK LEAD YOUTH CRISIS MENTOR**

JOB SUMMARY: The TL Lead Youth Crisis Mentor (Lead YCM) is responsible to provide support, mentorship and development to TL Volunteers on the TL service line. The Lead YCM may at times also assist with the training and orientation of the TL volunteers. This includes providing support during contacts (texts, chats and phone calls) and debriefing conversations as needed, and ensuring adherence to contact protocol and documentation guidelines. The Lead YCM contributes to the youth/Teen volunteer's growth, and leadership skill development.

QUALIFICATIONS AND EXPERIENCE NEEDED:

Bachelor's degree in Social Sciences, Psychology or Counseling preferred. We will consider candidates who are nearing completion of an educational track to obtain a bachelor's in this area.

- Experience, familiarity, knowledge and understanding of working with youth is an essential function of the position.
- Excellent written and oral communication skills.
- Attention to detail on documentation
- Strong leadership skills
- Demonstrated commitment to working with, and empowering, youth.
- Must have demonstrated record of reliability and dependability, arriving to work and off-site events on time.
- Must have daily access to reliable transportation.
- Ability to work evenings and weekends.

POSITION REPORTS TO: Director of Crisis Services in collaboration with:

- Volunteer Services Manager
- Youth Services Program Coordinator

COMPENSATION: \$17.00 per hour

DATE LAST UPDATED: August 5, 2019

SIGN-OFF SECTION

I hereby state that I have reviewed this job description and competencies and accept them.

Signed _____ Date _____

Supervisor Signature _____ Date _____

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

TEEN LINK LEAD YOUTH CRISIS MENTOR COMPETENCIES

A. PHONE ROOM/PROGRAM SUPPORT

- Provides effective support to Teen Link volunteers including assist volunteers in assessing emergent and non-emergent contacts (phone, chats, texts)
- Provides adequate monitoring of all contact on the line
- Provides effective feedback and/or debriefing following contacts and any challenging conversations.
- Provides training in handling difficult contacts and is aware of policies and procedures.
- Assist volunteers in adhering to volunteer requirements.
- Complete logging of contacts and QA as required.
- Participate in YCM Monthly Meetings.
- Participate in planning for future development of program.
- Attend in service trainings and required agency trainings

B. SERVICE DELIVERY

- Demonstrate knowledge of crisis intervention strategies
- Demonstrate knowledge of Teen Link phone, chat and text software and its appropriate use.
- Demonstrate knowledge of Teen Link policy and procedures.
- Maintains professionalism in dealing with TL volunteers.
- Seeks regular supervision from TL Adult Supervisor.
- Participate in required training and other non-phone room responsibilities.
- 7. Other duties as assigned.

C. QUANTITY AND QUALITY OF WORK/WORK HABITS (10%)

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.