

# Teen Link Lead Youth Crisis Mentor

## JOIN OUR TEAM AND MAKE A DIFFERENCE IN THE LOCAL COMMUNITY!

Crisis Connections is at the heart of the Seattle-King County safety net providing a broad array of telephone-based crisis intervention and information and referral services. For many people in emotional distress or needing assistance with community services, we are their first call for help. Each year, we improve the lives of thousands of people by listening, caring, and linking to services. When you need us, we're here!

**JOB SUMMARY:** The Teen Link Lead Youth Crisis Mentor (Lead YCM) is responsible to provide support, mentorship and development to volunteers on the Teen Link service line. The Lead YCM may at times also assist with the training and orientation of the Teen Link volunteers. This includes providing support during contacts (texts, chats and phone calls) debriefing conversations as needed, and ensuring adherence to contact protocol and documentation guidelines. The Lead YCM contributes to the teen volunteers' 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 of working with youth is an essential function of the position.
- Excellent written and oral communication skills.
- Ability to work independently.
- 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:** Teen Link Manager

**TO APPLY:** Send cover letter and resume to Sarah Armstrong at [sarmstrong@crisisconnections.org](mailto:sarmstrong@crisisconnections.org)

**SALARY:** \$17.00 per hour

**STATUS:** Part Time/Non-exempt, 22 hours per week

**DATE LAST UPDATED:** March 11<sup>th</sup>, 2019

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### 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.**

## **JOB DUTIES**

### **A. PHONE ROOM/PROGRAM SUPPORT (60%)**

- Provides effective support to Teen Link volunteers including assisting them in assessing emergent and non-emergent contacts (phone, chats, texts).
- Provides adequate monitoring of all contacts 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.
- Assists volunteers in adhering to volunteer requirements.
- Completes logging of contacts and Quality Assurance as required.
- Participates in volunteer Youth Crisis Mentor monthly meetings.
- Participates in planning for future development of the Teen Link program.
- Attends in-service trainings and required agency trainings.

### **B. SERVICE DELIVERY (30%)**

- Demonstrates knowledge of crisis intervention strategies.
- Demonstrates knowledge of Teen Link phone, chat and text software and its appropriate use.
- Demonstrates knowledge of Teen Link policy and procedures.
- Maintains professionalism in dealing with Teen Link volunteers.
- Seeks regular supervision from Teen Link Manager.
- Participates in required training and other non-phone room responsibilities.
- Completes other duties as assigned.

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

- Arrives at work on time and maintains regular attendance, working assigned shifts and other shifts when needed.
- Follows personnel policies and procedures.
- Written and verbal communication is clear, concise, accurate and thorough.
- 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.
- Makes appropriate use of supervisor.
- 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.
- Suggests solutions to identified problems.