



JOB TITLE: Resource & Crisis Helpline Specialist
DEPARTMENT: Resource & Crisis Helpline (RCH)
CLASSIFICATION: Non-Exempt

REVISED: 3/19

POSITION DESCRIPTION

SUMMARY:

The RCH Specialist is an at-will position that reports to the Resource & Crisis Helpline Program Manager. This position will provide crisis intervention, information and referral in the crisis telephone unit via telephone, chat or text.

ESSENTIAL JOB FUNCTIONS:

- Provide comprehensive crisis intervention via telephone, chat or text
- Maintain up to date records on all call reports
- Must work scheduled crisis line shifts
- Comply with attendance and punctuality policies, as well as all other Common Ground policies and procedures

RELATED JOB FUNCTIONS:

- Provide additional coverage, as needed
- Perform other job-related duties as assigned

SUPERVISION: None

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- Common Ground's programs and services
- Caplan Model of Crisis Intervention
- Recovery orientation and trauma-informed care in behavioral healthcare
- De-escalation techniques, motivational interviewing and collaborative problem-solving skills
- Resources and referral sources within the community
- Crisis intervention and suicide practices and techniques
- Online chat, text-messaging, social media, and internet-based technologies at an expert level

SKILL TO:

- Type, enter data, file efficiently and operate office equipment
- Interact well with departmental staff and individuals being served
- Work independently and apply critical thinking and decision-making skills
- Demonstrate proficiency in relevant software and applications (i.e. Microsoft Word, Excel, PowerPoint and Outlook)

ABILITY TO:

- Understand and follow verbal and written instructions
- Communicate effectively, both verbally and in writing
- Relate to a diverse population which includes a variety of age, economic and educational backgrounds
- Consistently exercise superior customer service skills with team members, individuals being served, and with the community
- Work in a multi-disciplinary environment and manage evolving needs
- Apply the dynamics of the crisis intervention model and engage in problem solving process
- Understand and apply the skills needed to review and edit call reports for statistical purposes



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REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or GED
- Crisis Intervention Experience
- Satisfactory completion of Common Ground’s Crisis Intervention and Supervisor training
- Satisfactory completion of Applied Suicide Intervention Skills Training (ASIST)
- Demonstrated experience utilizing the Caplan Model of Crisis Intervention

ESSENTIAL REQUIREMENTS:

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Environmental Working Requirements:

Work is done in an office environment with exposure to computer screens. Assignments may require work to be done on an individual basis or in teams with members at various staffing levels. This position requires high levels of engagement in teamwork and collaboration. The work environment is that of a crisis center and may subject staff to behavioral and medical events that could be physically hazardous.

Other Requirements:

Hours may vary from time to time- flexible schedule required; Adhere to established Quality Improvement indicators; All electronic and hard copy documentation are complete, accurate and signed at the end of each shift; Focus on strengths and needs of the person/families served.

The agency may in its sole discretion fill this position on a full-time, part-time or contingent basis with the individual best fit to perform the essential functions of the job. The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Employees in this title are subject to a background check and a pre-employment physical.

Employee Signature

Date

Human Resources Witness

Date