

# Position Description

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

<b>General Information</b>		
<b>Position Title:</b> Crisis Line Worker	<b>Location:</b> Main Office	<b>Date:</b> 7-15-10
<b>Reporting Relationship(s):</b> Position reports to the Director of Telephone Counseling Services for supervisory support		<b>FLSA Classification:</b> Non-exempt

## General Summary

Respond to and manage calls received on various Hotline services. This is a part-time position (4-20 hours per week).

## Duties and Responsibilities

- Assess Youth Emergency Service calls and determine next steps
- Make referrals where appropriate
- Log and input data
- Make follow-up calls to providers and callers
- Assist with agency's 24 hour hotline and the county's Information and Referral service, as needed
- Attend scheduled trainings/supervision

## Education Requirements

B.A. in Mental Health/Human Services Field required, Masters preferred. Must also have a demonstrated ability to effectively manage crises.

## Previous Experience Requirement

Familiarity with multi-line telephone system

## Knowledge and Skills Needed to Perform Effectively in this Position

Counseling/Mental Health experience preferred; Crisis counseling experience desired.

## Additional Requirements

Active listening skills; knowledge of community resources; strong organizational skills; ability to function autonomously; exercise good judgment and decision-making skills, particularly in a crisis situation; responsible; reliable

## Physical Dimensions (Job-related physical abilities an individual needs to possess in order to perform the job in a satisfactory manner)

Sitting at a computer for long periods of time; entering data; listening & speaking clearly on the telephone.

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- *All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.*
- *This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.*
- *This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.*