

Title: Crisis Counselor  
Reports To: Lifeline Division Coordinator  
Program: Behavioral Health/Crisis Services  
Date: November 2017  
Hours & Salary: Full Time/Non Exempt/DOE

## **General Function:**

- Primary responsibility is to answer Lifeline phone calls and texts and provide back-up coverage for online chats that originate from both the Lifeline and imhurting.org portals
- The Crisis Counselor will provide non-judgmental, empathic, emotional crisis support by utilizing a crisis intervention model (RIDES) as well as suicide intervention techniques as appropriate during a client contact with an individual who is in a self-defined crisis
- Provide customer service, support, and consultation to volunteer counselors and perform active rescue procedures and make mandatory reports as needed

## **Qualifications:**

- AA Degree in Human Services or a related field and/or equivalent experience. Bachelor's Degree preferred
- One (1) year experience in a mental health or related position
- Washington state credentialing required upon hire
- Crisis intervention experience strongly preferred
- Training in suicide prevention and intervention strongly preferred
- Excellent computer skills including the ability to type quickly with few errors and be comfortable utilizing technology to support clients
- Strong communications skills – both written and verbal. Experience communicating via instant messaging preferred
- Ability to work independently with minimal supervision
- Ability to work cooperatively with members of the general community and as a clinical team member
- Ability to take ownership of decisions and clinical feedback from direct supervisor
- Flexibility and ability to adapt to changes in the work environment and job duties
- Ability to take the initiative and seek information from available resources
- Demonstrated respect for diversity

## **Principal Activities:**

- Answer incoming calls/texts/chats and engage the client in emotional support, utilizing suicide intervention techniques as needed
- Initiate active rescue procedures if it is determined that a client is at immediate risk of harm to self or others
- Operate within legal requirements of applicable state and federal laws including HIPAA confidentiality requirements and mandated reporting (i.e. CPS, APS referrals, Tarasoff Duty to Warn)
- Provide collaborative support and assistance to the volunteers as appropriate

## **Effect on End Results:**

- Decrease the level of a client's crisis by engaging the client and utilizing crisis intervention model (RIDES) and suicide intervention techniques as needed
- Respond to calls/texts/chats efficiently so clients are able to engage with the Crisis Counselor in the shortest amount of time possible

## Crisis Counselor

### **Physical Demands/Working Conditions:**

The physical demands are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor
- Must be able to see and use computer, and able to hear well enough to communicate with staff and volunteers
- Must be able to reach above head and perform repetitive movements
- Must be able to drive or have reliable transportation for off-site meetings and events

If you wish to apply for this position, please email your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org).

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