



Position title: Overnight Crisis Specialist – Full Time

A Crisis Specialist has direct client contact via telephone and messaging with callers in a variety of self-defined crises. The position requires knowledge and understanding of the human service delivery system, excellent interpersonal skills, and the ability to interact effectively with individuals from diverse cultural backgrounds. The Specialist combines skillful questioning and active listening with support and guidance in a de-escalation process that gives individuals a sense of control and empowerment over their situation. If indicated, the Specialist assesses callers for risk of harm to self and/or others and follows through with appropriate safety planning. A Specialist handles calls in accordance with performance targets for speed, efficiency, and quality and maintains standards established by the American Association of Suicidology (AAS).

Duties and Responsibilities:

- Answer calls in a manner consistent with established key performance indicators, Call Center policies and procedures, and standards established by the American Association of Suicidology (AAS). Determine callers' needs, collect appropriate data, facilitate problem-solving in ways that give individuals a sense of empowerment and control over their situation, conduct appropriate risk assessments, and make accurate referrals to appropriate community resources.
- Document calls with professional and well-written clinical observations and assessments.
- Conduct follow-up calls to at-risk callers.
- Acquire and maintain a high level of familiarity with the crisis database and community resources for crisis callers.
- Maintain a high level of clinical knowledge and skills related to mental health issues—especially suicide and homicide prevention, intervention, and postvention, crisis counseling techniques, and the ethical code adopted by the agency (NASW).
- Demonstrate a confident familiarity with procedures related to the mobilization of emergency services.
- Acquire and maintain familiarity with agency policies and procedures, Call Center policies and procedures, and standards established by AAS.
- Participate in the selection process, training and coaching of new volunteers, interns, and staff, if assigned.
- Supervise and review the performance and work plans or learning plans of assigned volunteers, interns and staff, if assigned.
- Research, create, and implement Service Plans for noteworthy callers.
- Recognize stress and take personal responsibility for self-care.
- Facilitate support groups, if assigned.
- Participate in monthly Team Meetings and debriefings as necessary.
- Communicate in a timely and professional manner all matters relevant to fellow team members and other agency personnel.
- Provide on-call service, if assigned.
- Participate in professional development opportunities.
- Assist with other Crisis Call Center duties and projects as assigned.

Requirements: This position requires a Bachelor's Degree in Social Work, Psychology or a related field or three to five years of human service experience and/or training; or equivalent combination of education and experience

Additional Information:

- Must be able to work overnight Monday through Friday, 10:00pm – 6:30am.
- This position is a remote work from home position. You must have a high-speed internet connection and a private area to work.

Submit resume and salary requirements to:

Email to hrdept@fcsnashville.org

EOE M/F/D/V