



JOB POSTING

Position title: Survivors of Suicide Loss (SOSL) Outreach & Support Group Specialist

Survivors of Suicide Loss Outreach & Support Group Specialist provides for planning, coordination, and facilitation of support groups for the Survivors of Suicide Loss Support Groups. This includes outreach efforts in order to secure appropriate space for groups and ensure participation. SOSL Outreach & Support Group Specialist maintains records confirming participation for each group and outreach activity conducted. SOSL Outreach & Support Group Specialist will provide outreach to the community to include referrals and participation in the program.

Duties and Responsibilities

- Plan, implement, and coordinate support groups with the Support Services.
- Facilitate at the SOSL locations and virtual group.
- Recruit Participants for support groups.
- Provide training, coaching, mentoring to other co-facilitators.
- Provide emotional support to SOSL members and families.
- Identify needs of members and link them to appropriate community services.
- Maintain records and track services provided.
- Complete intakes for every referral.
- Submit required daily, monthly and quarterly data to the Director in a timely manner.
- Assist with training others on how to develop SOSL support groups in the community.
- Attend scheduled staff meetings, debriefings as needed, trainings, and other agency/program meetings as scheduled.
- Attend health fairs, community meetings and other events in order to spread the word about SOSL programming.
- 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.
- Research, create, and implement Service Plans for noteworthy callers.
- Recognize stress and take personal responsibility for self-care.
- 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 Services 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. Minimum of 2 years of experience working as a facilitator or trainer. Must be willing to work flexible hours including evenings and weekends as needed.

Submit resume to hrdept@fcsnashville.org

EOE M/F/D/V