



JOB POSTING

JOB TITLE:	Hotline Crisis Responder		
PROJECT:	Idaho Suicide Prevention Hotline		
LOCATION:	1607 W Jefferson, Boise, ID		
STATUS/HOURS:	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time	<u>33 or 24.75</u> Hours per week	<u>80 or 62%</u> FTE
FLSA STATUS:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt		
PAY:	\$14.50 - \$15.50/hour		
REPORTS TO:	Overnight Phone Room Supervisor		
POSTING DATES:	May 23 – June 13, 2019		

POSITION SUMMARY:

The Idaho Suicide Prevention Hotline (ISPH) is hiring part time Crisis Responders to provide crisis counseling, crisis screening and suicide intervention overnight to clients via phone, chat and texting platforms. Crisis counseling involves using active listening and empathy-based skills systems to meet the client's emotional needs for the short-term.

The Crisis Responders will work closely with the Phone Room Supervisor to balance distribution of incoming calls and initiate welfare checks via dispatch where applicable, per the training, policies, procedures, and Code of Ethics of the Hotline. The Crisis Responders will maintain a high level of professionalism with all help seekers, staff and outside agencies, develop effective working relationships with other human services personnel, and contribute to a compassionate, respectful and professional phone room atmosphere.

We have two positions for the following shifts (e.g. Sunday's shift begins at 11:45 p.m. Saturday night)

1. Sunday thru Wednesday, 11:45 p.m. to 8 a.m. or
2. Thursday thru Saturday, 11:45 p.m. to 8 a.m.

QUALIFICATION REQUIREMENTS:

- Strong interpersonal skills required, with experience in a clinical mental health setting preferred.
- Ability to respond to a wide variety of incoming crisis contacts professionally and compassionately.
- Knowledge of mental health and human services system in Idaho preferred.
- Able and willing to consistently work overnight hours.
- Experience with use of data base documentation systems and a variety of software systems preferred.
- Ability to follow established processes and procedures in the delivery of services.
- Ability to work autonomously and in a team setting.
- Effective verbal and written communication skills.
- Ability to handle multiple concurrent crisis text and/or chat conversations.
- Proficient using Microsoft Word, Outlook email, Facebook and computer and web technology.
- Ability to pass a criminal history background check.

EDUCATION:

Bachelor's degree in related field plus 2 years' experience working with people struggling with mental illness or crisis issues preferred but not required. Significant experience working in this field will be considered in lieu of a degree.

PHYSICAL REQUIREMENTS:

Must be able to tolerate varied weather conditions when traveling to conferences and meetings. Sitting, driving, repeated hand and wrist motions (for use of computers, phones, and other office equipment) are required. Must be able to lift 30 pounds. Must be able to consistently work overnight shifts.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.

TO APPLY:

Complete the Jannus Employment Application available at www.jannus.org and send with your resume to info@jannus.org. Or fax to 208.331.0267 or mail or deliver to 1607 W Jefferson St., Boise, ID 83702.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.

Jannus, Inc. is an Affirmative Action / Equal Employment Opportunity Employer

Jannus, Inc. shall abide by the requirements of 41 CFR sections 60-1.4(a)(7), 60-300.5(a) and (d), 60-741.5(a) and (d), and 29 C.F.R. Part 471, Appendix A to Subpart A, if applicable. These regulations prohibit discrimination against qualified individuals including on the basis of race, color, religion, age, gender, pregnancy, national origin, mental or physical disability, genetic information, sexual orientation or gender identity, veteran status or disability, military status, or any status protected by federal, state or local law and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment women, minorities, qualified protected veterans, and individuals with disabilities.