JOB POSTING

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>Follow-up Specialist (Three positions available)</th>
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<tbody>
<tr>
<td>PROJECT:</td>
<td>Idaho Suicide Prevention Hotline</td>
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<tr>
<td>LOCATION:</td>
<td>1607 W Jefferson, Boise, ID</td>
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<tr>
<td>STATUS/HOURS:</td>
<td>_Full Time _Part Time _24 - 36 Hours per week _60 - 90% FTE</td>
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<tr>
<td>FLSA STATUS:</td>
<td>_Exempt _Non-Exempt</td>
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<tr>
<td>PAY:</td>
<td>$15 - $17/hour</td>
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<td>REPORTS TO:</td>
<td>Jessica Torres, Project Manager</td>
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<td>POSTING DATES:</td>
<td>March 10 – March 24, 2020</td>
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ABOUT US:
The Idaho Suicide Prevention Hotline (ISPH) provides crisis intervention, emotional support and resource referrals to all Idahoans. We are the statewide suicide prevention hotline, connecting with nearly 15,000 Idahoans annually via call, text, and chat. ISPH is a program of Jannus, Inc., a forty-six-year-old nonprofit organization that operates a broad social-impact portfolio across Idaho.

POSITION SUMMARY:
The Idaho Suicide Prevention Hotline (ISPH) has been named as a key research partner in collaboration with St Luke’s Health System (SLHS) in a 3-year study to measure the effectiveness in emergency departments and primary care settings of Safety Planning vs Safety Planning + Structured Follow-up. ISPH will be providing both telephone and text message-based follow-up contacts to study participants; managing a high volume of contacts to a large cohort of participants over the grant period; and collating and communicating significant amounts of data to other research partners in the study.

We are seeking three Follow-up Specialists who will provide direct support of study participants through telephone and text message-based interactions, assessing each study participant’s presenting issues, support system, coping skills and level of crisis in order to determine appropriate intervention; and intervening appropriately with study participants who are assessed to be in imminent danger to themselves or others (interventions may include sending police/rescue personnel via dispatch, arranging follow-up calls and services, advocating for the client, and/or providing other referral services). Follow-up Specialists will also ensure that all interactions are documented accurately, completely, and in compliance with research study and HIPPA record requirements. ISPH Crisis Phone Responder Training as well as Human Subjects Research and safety planning training in conjunction with St. Luke’s staff will be provided.

We are seeking to fill the following three shifts:
1. 8:00 am to 4:00 pm, Monday – Thursday and noon – 4pm, Sunday (36 hours/week) or
2. 4:00 pm to 11 pm, Monday – Thursday and 4:00 pm to midnight, Friday (36 hours/week) or
3. 8:00 am to 4:00 pm, Friday and 4:00 pm to midnight, Saturday and Sunday (24 hours/week)

All shifts are eligible to participate in Jannus’ benefit package including medical, dental, vision, life insurance, vacation, sick leave, and a generous retirement plan.

QUALIFICATION REQUIREMENTS:
- Strong interpersonal skills and team-focus required, with experience in a clinical mental health setting preferred.
- Ability to multi-task in a fast-paced environment.
- Bilingual in English and Spanish strongly preferred.
• Demonstrated experience in working productively with other providers and community organizations.
• Prefer knowledge of mental health and human services system in Idaho.
• Able and willing to work daytime, evening, and/or weekend hours and attend occasional staff meetings and training outside regular shift schedule.
• As part of the onboarding process, complete ASIST and SPOT training (42 hours of training held two evenings per week and one weekend during the month of May).
• 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 handle multiple concurrent crisis text and/or chat conversations.
• Proficient using Microsoft Word, Outlook email, Facebook and computer and web technology.
• Completion of criminal history background check, post offer of employment. We welcome applications from all candidates.

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.

WORKING CONDITIONS:
Works in a call center and general office environment.

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 or computers, phones, and other office equipment) are required. Must be able to lift up to 25 pounds.

TO APPLY: Complete the required Jannus, Inc. Employment Application available at www.jannus.org and send with your cover letter and resume to info@jannus.org. Or fax to 208.336.0880 or mail or deliver to 1607 W Jefferson St., Boise, ID 83702 by the above stated deadline.

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.  

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