



## JOB POSTING

<b>JOB TITLE:</b>	Hotline Backup Phone Room Supervisor		
<b>PROJECT:</b>	Idaho Suicide Prevention Hotline		
<b>LOCATION:</b>	1607 W Jefferson, Boise, ID		
<b>STATUS/HOURS:</b>	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time	<14 Hours/week ( <i>weekend and overnight availability required</i> )	35 % FTE
<b>FLSA STATUS:</b>	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt		
<b>EEOC CLASSIFICATION:</b>	<input type="checkbox"/> Off & Mgr <input checked="" type="checkbox"/> Prof <input type="checkbox"/> Admin Serv <input type="checkbox"/> Service Wrkr <input type="checkbox"/> Tech		
<b>PAY:</b>	\$17.48 - \$20.00 per hour		
<b>REPORTS TO:</b>	Backup Phone Room Supervision Manager		
<b>POSTING DATES:</b>	August 5 – September 24, 2020		

**JANNUS’ CORE VALUES:** *Compassion. Respect. Diversity. Creativity. Entrepreneurship.*

### PROJECT SUMMARY:

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, Inc., provides 24/7 crisis intervention, emotional support, and resource referrals to Idahoans across the State. Founded in 1974, Jannus, Inc. changes lives with mission driven, highly-skilled professional staff, caring and committed volunteers and a portfolio of more than 20 diverse programs and services that promote community health, advance public policy and create economic opportunity across the State of Idaho. Jannus and all our programs provide services in pursuit of and valuing race equity and inclusiveness.

### POSITION SUMMARY:

The Hotline Phone Room Supervisor is responsible for clinical decision-making, supervising volunteers both in the phone room and those providing responses remotely through professional consultation during assigned shifts. The Hotline Phone Room Supervisor will ensure the provision of consistent, quality, service by the Idaho Suicide Prevention Hotline (ISPH) as Volunteer Phone Workers handle both incoming crisis calls, crisis texts, crisis chat responses and follow-up outcalls with persons in suicidal or other crises, and contribute to an atmosphere that is professional, congenial and respectful, while adhering to ISPH policies, procedures and accreditation standards.

Backup/On Call Phone Room Supervisors will fill in for other supervisors for short (single shift) or longer periods of time (shifts for a week) with short or longer notice. The Hotline operates 24 hours per day, 7 days per week. Backup Supervisors may be asked to fill in for any shift on any day of the week, especially weekends (Friday, Saturday, Sunday) and overnight. Two positions are available.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Fill in for regularly scheduled hotline phone room supervisors;
- Back-up Supervisors are expected to cover a minimum of 2 shifts per month;
- Must be available and willing to work overnight and weekend shifts;

- Responsible for direct supervision of volunteers handling of crisis calls, assessing for risk of harm, mental illness and ensuring that best clinical intervention practices are implemented adhering to ISPH policies, procedures and accreditation standards;
- Provide coaching, support and ongoing training and education to volunteer phone workers as needed;
- Supervise crisis text and chat volunteer responders and/or respond as needed;
- Ensure that all calls are documented accurately and completely;
- Review all call reports generated by volunteers on your shift for quality assurance;
- Answer hotline calls as needed including occasional backup of volunteers if needed;
- Successfully complete a 2-day Applied Suicide Intervention Skill Training (ASIST) when available (within the first 6 months of employment);
- Attend monthly staff meetings.

#### **QUALIFICATION REQUIREMENTS:**

- Strong interpersonal and clinical skills in a mental health setting;
- Ability to multi-task in a fast-paced environment;
- Demonstrated experience in working productively with other providers and community organizations;
- Prefer knowledge of mental health and human services system in Idaho;
- Ability to supervise and work effectively with volunteers;
- Availability to accept day, weekend or night time shifts with short or longer term notice;
- Supervisory experience preferred;
- 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 monitor multiple concurrent crisis contacts and prioritize which conversations to provide real-time guidance to the trained volunteers manning our phones and online emotional support portals;
- Comfortable using Microsoft Word, Outlook email, Facebook and computer and web technology;
- Ability to pass a criminal history background check.

#### **EDUCATION:**

Master's degree in counseling or social work preferred or bachelors in social work or social science plus two years supervised experience working with chronically mentally ill individuals or equivalent.

#### **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. Able to work swing and overnight shifts.

#### **TO APPLY:**

Go to the Jannus Employment page at [www.jannus.org/employment](http://www.jannus.org/employment) and click on the job posting link to be directed to a secure application portal. If you are unable to submit the application through the electronic application process, please contact Jannus Human Resources at 208.336.5533 or [info@jannus.org](mailto:info@jannus.org). Applications will be accepted through September 24, 2020.

*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.**

*Rev 2/2/2015*