



## JOB POSTING

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|-----------------------|---|--------------------------|----------------|
| <b>JOB TITLE:</b>     | Hotline 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                      | <u>33</u> Hours per week | <u>80%</u> FTE |
| <b>FLSA STATUS:</b>   | <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt                        |                          |                |
| <b>PAY:</b>           | \$17.48 - \$20.00/hour DOE (plus \$1 shift differential for hours worked between midnight and 8 a.m.) |                          |                |
| <b>REPORTS TO:</b>    | Assistant Director  |                          |                |
| <b>POSTING DATES:</b> | July 27 – September 30, 2020  |                          |                |

### 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.

The Hotline Phone Room Supervisor is responsible for clinical decision-making, supervising the Crisis Responder and volunteers in the phone room, and providing professional consultation during assigned shifts. The Hotline Phone Room Supervisor will ensure the provision of consistent, quality, service by ISPH as the Crisis Responder handles both incoming crisis calls and outbound follow-up calls with persons in suicidal or other crises, and contribute to a phone room atmosphere that is professional, congenial and respectful, while adhering to ISPH policies, procedures and accreditation standards.

The shifts for this position are overnights Sunday thru Wednesday, 11:45 pm – 8 am. This part-time position is eligible to participate in Jannus benefits, including medical, dental, vision, life insurance, vacation, sick leave and a generous retirement plan.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for direct supervision of Crisis Responder's 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; conduct annual performance evaluation;
- Provide coaching, support and ongoing training and education to Crisis Responder/volunteers as needed;
- Provide remote supervision in the event that Crisis Responder/volunteers are taking calls remotely;
- Provide professional consultation to callers on the business line regarding access to the mental health system, crisis intervention, suicide intervention and other mental health topics as needed;
- Monitor ISPH social media account for suicidal content while on shift;
- Collaborate with other Jannus programs to capitalize on opportunities for better resources utilization and service provision;
- Ensure that all calls are documented accurately and completely;
- Review all call reports generated by Crisis Responder and volunteers on your shift for quality assurance;
- Answer Hotline calls as needed including occasional backup of Crisis Responder if needed;

- Assist with support activities related to furthering the mission of ISPH during low call volume periods on shift; including updating resource database, responding to and filling requests for outreach materials; supervising and/or supporting practicum students where applicable
- Supervise crisis text and chat responders and/or respond as needed;
- Document unusual or noteworthy events that occur during shifts including issues with the building;
- Provide appropriate information during shift turn-over to ensure the incoming supervisors have adequate information to offer consistent supervision and quality care.
- Collaborate with the Hotline Volunteer Coordinator, Assistant Director and/or the Program Director to ensure quality crisis intervention service is provided through well trained available volunteers;
- Successfully complete a 2-day Applied Suicide Intervention Skill Training (ASIST) when available (within the first 6 months of employment);
- Attend monthly staff meetings;
- Participate in manager training;
- Develop and present training on assigned topics to fellow Phone Room Supervisors, Phone Room Volunteers and other staff;

#### **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;
- 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;
- Completion of criminal history background check post offer of employment;

#### **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 consistently work swing and/or 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 30, 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 8/9/2017*