

Job Title: Crisis Intervention Specialist I – Overnights
Department: Emergency Services
Reports to: Emergency Services Program Manager
Category: PRN / Part Time
FLSA Status: Hourly / Non-Exempt
Pay: \$17-\$18 per hour
Approved by: Tamera Hunter MA, PC, CEO

Job Summary

The Crisis Intervention Specialist I (CIS I) provides crisis intervention services to callers on both our local Helpline and 988 suicide prevention lines. CIS I's also answer contract lines, providing services using procedures set forth by each contracted agency. Townhall II offers a training tier process enabling Crisis Intervention Specialists the opportunity for internal promotion from \$17/hr to \$20/hr with growing education and experience within the first year of employment. This particular position is for overnight shifts (12a – 8a) as needed for call offs. After the initial in-person crisis intervention training is completed, this role can work from home on a regular basis. Call volume on this shift is typically low and there is always a supervisor on-call for consultation. Come join our flagship program that is supported by multiple funding streams that allows us to continue to operate for almost 55 years.

Core Responsibilities

1. Answer phone calls from the Townhall II Helpline, 988, and contract lines.
2. Complete all documentation appropriately, professionally, and in a timely manner.
3. Complete required monthly training assigned by Emergency Services Program Manager or Helpline Training Coordinator.
4. Engage in supervision with the Emergency Services Program Manager on a regular basis.
5. Seek supervision and consultation as appropriate.
6. Communicate departmental needs or concerns to the Emergency Services Program Manager and Helpline Training Coordinator.
7. Participate in monthly department meetings, other interdepartmental and cross-functional teams and agency all staff meetings; attend agency functions.
8. Work designated shifts as scheduled and willing to be flexible to meet the demands of 24/7 department.
9. Oversee agency email by responding to emails or forwarding email to the Emergency Services Program Manager.
10. Complete all Townhall II training.
11. Complete the CIS I to II training packet with the Helpline Training Coordinator and CIS Trainers.
12. Promote positive relationships within the agency and community.
13. Conduct business in a professional manner which reflects understanding of diversity, cultural and community needs, and the unique needs of individual callers and clients.
14. Understand and implement Townhall II policies, procedures, Mission and Vision Statements, as well as the agency's Core Values, Code of Ethics and Sanctuary Model.
15. Understand and follow agency and Emergency Services Program policies and procedures, including AAS and CARF standards and expectations.
16. Perform other duties as assigned.

Expected Hours of Work

Hours are as needed up to 24 hours/week, scheduled in collaboration with the Emergency Services Program Manager. Hours will include variations of evenings, weekends, and holidays. The Emergency Services Department provides services 24/7, 365 days a year. Schedules will try to be accommodated to best suit the CIS and the department.

Training

Training may not be during assigned shifts; flexibility is needed in order to complete all required training.

- 40 hours of training that includes listening and communication skills, crisis intervention skills, suicide/homicide assessments, and knowledge of various Mental Health topics including, anxiety, depression, grief, suicide ideation, stress, addiction, child abuse, domestic violence, and sexual assault.
- 20 hours of Sanctuary training.
- 988 required training.
- Agency and Emergency Services Department policies and procedures.
- CPR / First Aid
- Microsoft Office, Outlook, and electronic client records.
- Phone system use.

Required Education and Experience

- At least High School Diploma or GED.
- Experience in crisis intervention preferred but not required.

Skills

- Willingness to learn and grow professionally.
- Problem solving and thinking outside of the box.
- Compassionate and able to relate to callers and clients with various needs.
- Ability to lead and work effectively with callers and clients.
- Cultural competence.
- Ability to work effectively with a team.
- Time management.
- Basic computer knowledge.
- Able to read, write and speak English fluently.
- Excellent verbal and written communication skills.
- Flexible to meet changing responsibilities or duties as needed.

Townhall II Requirements

Must pass background checks and drug screening.

Physical Demands

Must be able to lift up to 25 pounds. Townhall II is compliant with the Americans with Disabilities Act and will assist with accessibility.

Application Process

Submit Application and resume to:

Fax: (330) 678-7558, or by mail to Attn: HR Department, Townhall II 155 N Water St., Kent, OH 44240

*Application can be obtained at www.Townhall2.com