**Job Title:** Crisis Intervention Call Room Manager – Full Time

**Position Overview:**
Crisis intervention call room managers serve as the immediate support people for the crisis intervention specialists who counsel people in crisis on the phone, online, over text, and occasionally in person. The call room managers are responsible for answering questions about policies and procedures, making judgment calls on high risk contacts, supporting the crisis intervention specialists through stressful contacts, maintaining the call room facilities, conducting administrative tasks as assigned, and providing direct crisis counseling services in cases of open shifts and times of high service volume. Call room managers report to and work closely with the Crisis Intervention Program Coordinator to assure that the Crisis Intervention Program provides quality services and meets accreditation standards. Call room managers oversee the crisis intervention specialists and monitor their quality of work, providing written and oral feedback on their contacts and offering guidance when appropriate and reporting any quality issues to the program coordinator.

**Required Education and Experience:**
• Bachelor’s degree with at least 30 semester hours or equivalent in a human service field and at least one year of experience in behavioral or mental health services, OR
• High school diploma, associate’s, or Bachelor’s degree in a non-human service field and at least two years experience in behavioral or mental health service, AND
• Crisis Intervention Training and ASIST training will be provided by the Crisis Center and must be completed before starting regular duties.

**Desired Qualifications**
• Prior experience working with suicide intervention and crisis situations
• Supervisory experience and experience working with volunteers
• Strong oral and written communication skills
• Ability to adapt quickly to a changing environment
• Dependable transportation with the ability to report to work quickly in emergency situations
• Proficiency in using computer and web based technologies including instant messaging and text
• The ability to speak Spanish is a plus

**Hours:**
Full time: Flexible (hours for this position will be set based on program needs and may include evening, overnight, and weekend hours)

**Compensation:**
Full time: salary ranges from $29,000 to $32,000 based on prior experience

**Application:**
Persons interested in these positions should email a cover letter and resume to:

Colleen McRoberts, Crisis Services Coordinator
colleen.mcroberts@builtbycommunity.org

Application deadline: Please apply by 03/15/2019. CommUnity is an Equal Opportunity Employer