



STAR VISTA

JOB DESCRIPTION

JOB TITLE: Overnight Crisis Hotline Relief Counselor
PROGRAM: Crisis Intervention and Suicide Prevention Center
DEPARTMENT: Early Childhood and Family Services
STATUS: Overnight relief; hours 10:45pm-7:15am; \$18.00/hr
REPORTS TO: Volunteer Coordinator

Program Description:

The Crisis Intervention and Suicide Prevention Center (Crisis Center) is a multifaceted program that provides crisis intervention and suicide prevention support to the San Mateo County community. The Crisis Center has three main components: a 24 hour crisis hotline, an outreach component, and a clinical component.

General Duties:

The Crisis Intervention and Suicide Prevention Center, a program of StarVista is seeking overnight relief part-time phone counselors to answer crisis hotlines between the hours of 10:45 PM- 7:15 AM. After training, phone counselors will support callers with issues including suicide, family stress, drug/alcohol abuse, mental health, child abuse, domestic violence, etc.

Primary Requirements:

- Answer crisis lines
- Provide support to callers
- Look up appropriate resources for callers; be familiar with local county resources
- Ability to pay high attention to detail
- Willingness to train volunteers
- Review calls and give appropriate feedback when needed
- Participate in staff meetings/ trainings as needed

Qualifications:

- Must have gone through, or able to go through, the crisis volunteer training
- Punctuality & Dependability
- At least 21 years of age
- Strong communication skills
- Ability to use sound and ethical judgment
- Ability to triage calls
- Previous phone counseling experience preferred, but not necessary
- Ability to pass background check and TB clearance

TO APPLY: Please e-mail resume and to **Karina Chapa** at karina.chapa@star-vista.org

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StarVista is a private non-profit agency in San Mateo County that provides a wide array of free and low-cost services to help children, teens and adults who are dealing with substance abuse, domestic violence, mental health, relationship and communication issues. StarVista's Mission Statement is: " We deliver high impact services through counseling, skill development, and crisis prevention to children, youth, adults and families." More information about the agency and its programs can be found at www.star-vista.org.