



STAR VISTA

JOB DESCRIPTION

JOB TITLE: Crisis Hotline Phone Counselor
PROGRAM: Crisis Intervention and Suicide Prevention Center
DEPARTMENT: Early Childhood and Family Services
STATUS: Relief, up to 20hrs/week; \$17/hr, \$18.00/hr holiday hour rate
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/RESPONSIBILITIES:

The Crisis Intervention and Suicide Prevention Center is seeking **two** relief phone counselors to answer crisis hotlines between the hours of **6:45 am - 10:45 pm as needed**. Shifts are broken up into 4 hours, and relief phone counselors are able to cover up to five shifts per week. Shift availability varies per week. *Those able to pick up 6:45am, 6:45pm, and/or weekend shifts highly encouraged to apply.* Relief counselors go through a 5 week long training covering different topics around active listening, suicide risk assessment, LGBTQ+ 101, Cultural Humility, working with families, working with youth, etc. After training, phone counselors will support callers struggling with a wide array of difficulties.

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.

6.14.2018



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