



# STAR VISTA

|                    |   |
|--------------------|---|
| <b>JOB TITLE:</b>  | Teen Crisis Services Supervisor   |
| <b>PROGRAM:</b>    | Crisis Intervention and Suicide Prevention Center   |
| <b>STATUS:</b>     | part time 20hrs/week, non-exempt.<br>Benefits include health, dental, vision, pro-rated sick leave, vacation, personal days, holiday pay. |
| <b>DEPARTMENT:</b> | Early Childhood and Family Services   |
| <b>REPORTS TO:</b> | Program Manager   |

The Crisis Intervention & Suicide Prevention Center (Crisis Center) operates the San Mateo County's 24/7 Crisis Hotline and is both a critical first point of contact for people in need of referrals to social services and a last resort for people in crisis to reach out for help. Additionally, the crisis center staff also provides education and training across San Mateo County to youth, school faculty, community groups and associations, law enforcement agencies, health systems and other interested parties about the myths and facts of suicide, suicide risk factors, warning signs, and what to do if someone is contemplating suicide. This crisis center is also home to the Health Ambassador Program for Youth (HAP-Y) is program that seeks to train youth ages 16-24 to become mental health ambassadors. The program trains youth for 14 weeks in different topics, such as: Wellness Recovery Action Plan (WRAP), Suicide Prevention, LGBTQ+ 101, and more.

Under the Crisis Intervention & Suicide Prevention Center at StarVista, Teen Crisis Services offers safe and anonymous chat and text service for youth who are seeking support around the different struggles they are experiencing, or who want additional information on mental health topics. This peer-to-peer service is offered via [sanmateocrisis.org](http://sanmateocrisis.org). As a teen crisis services supervisor, your primary role will be to supervise and support the teen volunteers in their volunteer position at StarVista, ensuring their success as peer counselors. Hours of teen chat and text are 4:30pm-9:30pm, M-Tr.

## Primary Requirements:

- Ability to commit to **FOUR** shifts per week: Monday-Thursday, 4:30pm-9:30pm.
- Completion of Crisis Center volunteer training program.
- Supervise, mentor and provide support to Teen Chat volunteers.
- Provide guidance to volunteers as they're chatting with those using the teen chat service (including what would be most helpful to say, resources for the chatter, crisis de-escalation techniques).
- Be responsible for maintaining safety, including mandatory reporting, applying program procedure and policy, and debriefing with volunteers.
- Chat with users who utilize [sanmateocrisis.org](http://sanmateocrisis.org) and provide support and empathy.
- Check in regularly with supervisor.
- Provide outreach for crisis center services to community partners and students in a schoolsetting.
- Opportunity to produce mental health educational material for social media and online publication?

## Minimum Qualifications:

- Must be at least 18 years of age. Experience working with youth a plus. Must be able to pass alive scan background clearance.

## Success factors:

- Enjoys working with youth and mentoring youth
- Interest in mental health and crisis support direct services

- **Strong professional boundaries with the teen chat volunteers**
- Able to function as part of a team and possess strong interpersonal skills
- Strong leadership skills
- Punctual and dependable
- Ability to use sound and ethical judgment
- Ability to follow established protocol

**TO APPLY:** Please e-mail resume and cover letter of why you are interested in this position to ZenaAndreani, zena.andreani@star-vista.org

\* \* \*

**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. More information about the agency and its programs can be found at [www.star-vista.org](http://www.star-vista.org).