



# STAR VISTA

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Overnight Phone Counselor
<b>PROGRAM:</b>	Crisis Intervention and Suicide Prevention Center
<b>STATUS:</b>	part time 8-20 hrs/week, non-exempt.
<b>DEPARTMENT:</b>	Early Childhood and Family Services
<b>REPORTS TO:</b>	Program Manager

### PROGRAM DESCRIPTION:

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. The Crisis Center team also provides follow up services to clients and operates a peer-to-peer teen chat and text service via [sanmateocrisis.org](http://sanmateocrisis.org). 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.

### POSITION PURPOSE AND OBJECTIVES:

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**. Relief counselors go through a 5 weeklong 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.

### ESSENTIAL JOB FUNCTIONS:

- Respond callers on 24/7 crisis line and offer crisis intervention, crisis de-escalation, and emotional support to all callers.
- Develop knowledge of community resources, provide referrals and resources to callers.
- Acquire competency of electronic database as well as additional technological procedures.
- Establish effective recording keeping practices on electronic database; enter call records according to procedure.
- Adhere to mandating reporting policy as outlined by state and local law.
- Participate all program related meetings- monthly team meeting, supervision, agency-wide events, as well as continuing education opportunities.
- Maintain knowledge and best practices of crisis intervention- suicide prevention, as well as other related topics (trauma informed practices, cultural response, etc.); Complete at least 10 hours of ongoing education each year.
- Review call logs and participate in peer-to-peer evaluations; provide feedback as needed.
- Provide training and evaluation to volunteer crisis counselors.
- Participate in bi-annual crisis volunteer training and provide support as needed.
- Other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- Must have gone through, or able to go through five-week crisis 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.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Excellent interpersonal skills and ability to engage with diverse communities in San Mateo County.
- Organized and able to provide follow-through.
- Creative, outgoing and takes initiative.
- Strong written and verbal communication skills.
- Able to organize and report data and outcomes.
- Understanding and dedication to mental wellness.
- Ability to work as a team leader and accomplish tasks supporting the agency's mission.
- Ability to problem solve and/or seek solutions.
- Ability to complete administrative duties, as assigned by Program Manager.

**SUCCESS FACTORS:**

- Enjoys working in the community, is passionate and creative.
- Enjoys working with volunteers and community partners.
- Ability to organize, prioritize and manage multiple tasks to meet specific goals and deadlines.
- Flexibility in meeting changing priorities as the work requires.
- Able to function as part of a team and possess strong interpersonal skills.
- Support for agency direction, purpose, and mission.

**WORKING CONDITIONS:**

- Work independently as well as with a team; take initiative, some evenings and weekends required with advanced notice.

**POSITION STATUS:**

Non-Exempt, 8-20 hrs/week

**TO APPLY:** Please e-mail resume and cover letter of why you are interested in this position to

[zena.andreani@star-vista.org](mailto:zena.andreani@star-vista.org)

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StarVista is a non-profit organization dedicated to transforming the lives of children, young people, adults, and families across San Mateo County. More information about the agency and its programs can be found at [www.star-vista.org](http://www.star-vista.org).