

**Family Service Agency**  
**SUICIDE PREVENTION SERVICE OF THE CENTRAL COAST**  
**Paid Responder Suicide Crisis Hotline**

**Summary:**

Responsible for providing telephone coverage for crisis hotline shifts: days, evenings and nights, Monday-Sunday shifts available (remote or SPS office). Responding professionally and consistently to callers in a wide range of situations. Provide support and supervision to volunteer responders, and select administrative support where needed and possible.

(Depending on the situation. The person in this position may be considered a “trainee”. If applicable, there will be considerable on the job training during the first 60-90 day of hire.)

**Primary Responsibilities:**

- Offers crisis counseling services via telephone (hotline).
- Provides shift supervision for volunteer responders
- Answers, manages, screens and conducts risk assessments of crisis calls.
- Covers hotline shifts: days, evenings and nights available.
  - 16 hours/week
- Respond to calls using appropriate triage and time management and utilizing established procedures for intervention.
- Maintains accurate and detailed call reports.
- Seek supervisory consultation from designated staff where indicated.
- Participate regularly in team meetings with Suicide Crisis Line staff and other paid responders, for supervision, support, and debriefing.
- Attends routinely scheduled meetings as requested or required for Suicide Prevention Services.
- Adheres to HIPAA Privacy Standards Compliance
- Serves as a mandated reporter in cases of suspected abuse
- Assists in the training process of new responders and volunteers.
- Maintains an 85-90% call/answer rate on their shift.
- Manages and supports call flow on Crisis Line.
- Successful completion of FSA Suicide Prevention Services Paid Responder Supervisor Training program.

**Secondary Responsibilities:**

- Knowledge of all specific skills including lethality, assessment, data collection and call triage.
- Read call reports, flag for repeat/ potential abusive callers for review by Volunteer Coordinator.
- Have strong interpersonal skills, interact well with others and avoid personal conflict.
- Provide feedback on call reports to volunteers in accordance with existing procedures and guidance from Volunteer Coordinator
- Complete other duties as assigned by supervisor

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before community groups or employees of agency

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Education/Experience:**

Bachelor's Degree or Associate Degree with two years of related experience, or High School graduate with four years of related experience.

**Knowledge, Skills, and Other Abilities:**

Excellent program management skills.

Possess excellent written, communication, organizational and public speaking skills.

Excellent staff and volunteer supervision skills.

Ability to compassionately identify with and respond to personal and emotional issues.

Computer proficiency in Microsoft Office.

Demonstrated ability to administer program duties and responsibilities.

two years of related experience, or High School graduate with four years of related experience.

Valid California driver's license, reliable transportation, and willing to attend activities in Santa Cruz, Monterey, and San Benito Counties as needed.

**Compensation**

\$20/days \$24/nights

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate to loud.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands; reach with hands and arms and talk or hear. The employee is frequently required to stand, walk and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

*Family Service Agency of the Central Coast is an equal opportunity employer.*