



## FAMILY SERVICE AGENCY OF THE CENTRAL COAST JOB ANNOUNCEMENT

**Position:** Follow-Up Coordinator

**Program:** 988 Lifeline

**Location:** Remote

**Schedule:** 32 hours a week, Monday - Thursday. Schedules are on Monday and Wednesday from 11 am to 7 pm, and on Tuesday and Thursday from 7 am to 3 pm.

**Reports to:** Program Director

**To be considered for this position, please submit a resume and a brief cover letter explaining your interest in crisis services or suicide prevention. Resumes and a cover letter may be submitted via email at [fsaemployment@fsa-cc.org](mailto:fsaemployment@fsa-cc.org) or through the Indeed posting.**

### **PROGRAM DESCRIPTION:**

Be part of the watershed moment for behavioral health support, services, and programs in Santa Cruz, Monterey, and San Benito Counties. With the roll-out of 988, the National Suicide Prevention and Lifeline, Family Service Agency is committed to and passionate about building a robust crisis care response system across the country where everyone has access to information and training and someone to call, someone to respond, and a safe place to go for crisis care. We are eager to expand and seek responders who can facilitate the growth and continued transformation with our team's support.

Our program is accredited to offer 24/7 mental health crisis and suicide support on phone lines and answer inbound calls from several partners, including 988 Lifeline. In addition to phone lines, our program responds to incoming text/chat requests for crisis and suicide support. We are part of a robust collection of behavioral and mental health support programs within Family Service Agency, allowing us to serve community needs holistically and comprehensively.

### **POSITION OVERVIEW:**

The Family Service Agency operates the 988 Lifeline and several other crisis and suicide phone lines in Santa Cruz, Monterey, and San Benito Counties. It is a critical point of contact for people in times of crisis, emotional distress, and staying safe and supported through thoughts of suicide.

Follow-up Responders undergo paid training, covering topics such as active listening, suicide risk assessment, caller safety, cultural humility, call triaging, community resources referrals, working with families, working with youth, suicide loss survivors, and first responders. After completing training, follow-up Responders will support visitors struggling with various mental health difficulties. Successful completion of 988 Lifeline Responder Training is required.

### **Key Responsibilities:**

- Provide follow-up care for crisis line and 988 callers deemed to be acutely distressed or medium to high risk for suicide.
- Complete weekly outreach calls to provide continuity of care, including documentation of current mental status, safety planning, and further community referrals.
- Assess for safety with every call.
- Develop safety plans and engage in collaborative problem solving.

- Provide referrals and linkages to the referrals.
- May provide back-up to the phone or text/chat crisis response team.
- Participate in program meetings, including but not limited to 1:1 meetings, team meetings, continuing education, and other training.
- Clearly and concisely document interactions in the electronic database.
- Serves as a mandated reporter in cases of suspected abuse or neglect.
- Consult and debrief with on-duty shift supervisors about any qualifying interactions with individuals.
- Adhere to HIPAA Privacy Standards Compliance
- Complete other duties as assigned by the supervisor.
- Maintain high responsiveness and open communication with colleagues to contribute to a positive and respectful work environment.

**Requirements:**

- Fluency in English.
- Possess a high school diploma or equivalent.
- Live in Santa Cruz, Monterey, San Benito County, or surrounding counties.
- Be punctual and reliable, adhering to schedules based on program needs.
- Ability to use sound and ethical judgment.
- Ability to pass a background check

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

- Excellent interpersonal skills and ability to engage with diverse communities in Santa Cruz, Monterey, and San Benito Counties.
- Principles of cultural sensitivity, cultural awareness, and cultural humility.
- Organized and able to provide follow-through.
- Creative, outgoing, and takes initiative.
- Knowledge of mental health crisis and suicide response.
- Strong phone and computer skills.
- Ability to resolve or prevent interpersonal conflict and interact with others positively and professionally.
- Communication skills with an emphasis on responsiveness, transparency, and honesty.
- Bilingual in Spanish.

**Job Type:** Full-time

**Compensation:** \$24–\$27 per hour, plus a \$3 per hour bilingual differential.

**Benefits:**

- 30 – 40 hours/week: vacation, sick, holiday time, half pay, medical, and dental benefits.
- Continuing education and training opportunities
- Internet Stipend

**ABOUT US:**

Family Service Agency of the Central Coast (FSA) is a well-established non-profit mental health and wellness agency. Our services include outpatient counseling, 988 Suicide & Crisis Lifeline, suicide prevention services, programs for suicide loss survivors, outreach, education and training, mobile crisis response, senior services, support for women with cancer, and a program for victims of childhood sexual abuse. Join our team and enjoy a supportive work environment where you

and your clients can thrive.

**WORK ENVIRONMENT:**

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. 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 the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Laptops, headsets, and other necessary technology will be provided.

*Family Service Agency is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or protected veteran status. We are committed to excellence through diversity and strive to establish a climate that welcomes, celebrates, and promotes respect for the contributions of all clients and employees.*

*Our programs recognize the value of racial, ethnic, cultural, and linguistic diversity and strive toward a culture of trauma-informed practice. The overarching goal is to ensure that all services promote healing and integrate the values and standards of providing culturally and linguistically appropriate services.*

**For more information, please email [fsaemployment@fsa-cc.org](mailto:fsaemployment@fsa-cc.org) or call (831) 459-9373 ext. 35.**