



FAMILY SERVICE AGENCY OF THE CENTRAL COAST JOB ANNOUNCEMENT

Position: On-duty Shift Supervisor, Suicide & Crisis Lifeline

Program: 988 Suicide & Crisis Lifeline

Location: Santa Cruz, CA

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 (calls, texts/chats), the National Suicide Prevention and Lifeline, Family Service Agency is committed to and passionate about building a robust crisis care response system across the Central Coast where everyone has access to information and training and someone to call, someone to respond, and a safe place to go for crisis care.

POSITION OVERVIEW:

Under the direction of the Program Manager and in collaboration with other staff members, the On-Duty Shift Supervisor is responsible for supervision of 988 Crisis Responders during their shift, ensuring compliance with program standards, contracts, policies, procedures and guidelines. Ensuring the efficient operations of crisis response services by supporting responders, managing high-risk contacts, and reviewing crisis calls. This role involves monitoring and supporting responders, supervising breaks, assist with scheduling, and preparing daily shift summary. Answering crisis calls as needed to support program needs. Key skills include crisis intervention, strong communication, and managerial experience.

This position is crucial for maintaining a healthy work environment, structured work environment while ensuring that all program activities meet organizational standards.

Key Responsibilities:

- Responsible for supporting and supervision of 988 Suicide & Crisis Lifeline Responders during their shift, ensuring guidance, support and compliance with program standards, contracts, policies, procedures and guidelines.
- Manages and monitors call/text/chat queue flow on the Crisis Lifeline to ensure high-quality services and efficient use of resources
- Engage and work with 911 and/or mobile crisis response teams per established protocols and policies.
- Review 911 and mobile crisis calls with responders to ensure follow-up calls for outcomes
- Conduct debriefing sessions with Responders after they have taken a call/text/chat
- Monitor and support new responders during their first shifts by practicing technological procedures, providing verbal debrief and feedback, and completing evaluation forms
- Ensure follow-up calls are conducted promptly during shifts
- Take crisis calls as needed to support program needs
- Assisting Administrative staff with last minute schedule requests and changes
- Schedule and supervise responder breaks while on shifts
- Review call reports for quality of services provided, documentation accuracy and timeliness
- Contact appropriate agencies for mandated reporting disclosures, documenting verbal report and filling out required forms
- Identify and address and abusive and familiar visitors when necessary
- Prepare and submit detailed written summaries of each shift to inform and guide the next supervisor

- Participate in weekly meetings to discuss operations and issues
- Take at least one Lifeline shift monthly

Desired Knowledge, Skills and other Abilities:

- Managerial and supervisory skills and experience
- Knowledgeable in crisis intervention and behavioral health
- Bilingual proficiency (preferred)
- Proficiency in Google Sheets, Excel, and other similar software
- Ability to multitask and prioritize workload effectively
- Strong verbal and written communication skills
- Demonstrates professionalism in all aspects of work
- Proven organizational abilities
- Strong writing skills
- Ability to work effectively as part of a team
- Comfortable with technology and able to learn new systems and programs
- Excellent Interpersonal skills
- Keen attention to detail

Requirements:

- Successfully complete Suicide and Crisis Line training.
- Valid California driver's license, and/or reliable transportation, and willing to visit sites in Santa Cruz, Monterey, and San Benito Counties as needed.
- Reside in Santa Cruz, Monterey or San Benito County or surrounding county.
- Ability to pass background check.

Job Type:

Full-time, 40 hours per week

Compensation:

\$30 - \$32

\$3/hour bilingual differential for Spanish fluency.

Benefits:

- Monthly cell phone & internet stipend
- Paid mileage for program-related travel
- Generous vacation, sick, and holiday pay
- Medical, dental and vision benefits
- Continuing education and training opportunities.

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 both you and your clients can thrive. www.fsa-cc.org 831-459-9373.

WORK ENVIRONMENT:

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Laptops, headsets, and other essential 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, with the overarching goal of ensuring 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 or call (831) 459-9373 ext. 33.