

Job Announcement
By Binh Au, 6/19/2020

POSITION: Crisis Line Technology Program Assistant

The main duty of the Crisis Line Technology Program Assistant is to provide technology troubleshooting support for the crisis line program. The position is created to support the program's additional technology needs related to COVID19, including remote work.

The position is expected to train volunteers and shift supervisors on how to use the CSS Call Database, Avaya One-X Portal, Xima Chronicall, EMS Text Line Platform, Avaya Deskphones, Google Meet, Google Calendar, Google Remote Desktop, Lan Messenger, and the basic operations outlined in the Crisis Line Program COOP Plan.

Schedule

Because the needs related to COVID19 are ever changing, and there are so many unknowns at this time, we will evaluate the position necessity every 3 months. The position will work 15 hours/week and will require some availability on an on-call basis.

Supervision

The position will report to the Crisis Line Program Director and utilize consultation as needed.

Job Responsibilities

The position will support the program by answering questions and supporting staff and volunteers when they have trouble with technology. The position may be asked to develop training cheat sheets, videos, and powerpoint slides and provide training in group or one-on-one settings.

Qualifications

- One year of crisis line experience is required
- Commitment to ongoing self reflection and ability to lead with values of cultural humility is required
- Must be able to demonstrate the ability to effectively, sensitively, and respectfully relate to people from different cultural groups.
- Ability to consistently demonstrate behaviors that are in alignment with CSS Values and foster a sense of teamwork, appreciation, empathy, client care, and community care.
- Strong verbal communication is required
- Critical problem solving skills area is required
- Ability to give and receive feedback is required



CRISIS SUPPORT SERVICES
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Salary

The pay rate for this position is set at \$25/hour.

To apply, please email the required cover letter and resume to careers@crisissupport.org with "Crisis Line Technology Program Assistant" in the subject line.

Crisis Support Services of Alameda County is an Equal Opportunity Employer (EOE) and committed to fostering a diverse and inclusive workplace. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability or veteran status. We value the range of life experiences our staff bring with them and are stronger for having staff and volunteers with lived experience of surviving suicidal crises.