



Job Announcement
By Binh Au, 6/19/2020

Position: NightWatch Program Assistant

Position Summary

The NightWatch Program Assistant position will support the NightWatch Program by managing administrative duties and being a liaison between CSS and our NightWatch partners.

Schedule: This is a 20 hours/week position where work hours are within Monday-Friday 9am-6pm.

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

Typical Duties Include

Daily and Monthly Maintenance of Calendars and Reference Materials

- Maintain Crisis On-Call Workers Calendars
- Maintain Crisis On-Call Workers Contact Information
- Coordinate Holiday schedule with Crisis Line Coordinator

Reporting

- Generate and distribute Monthly NightWatch Reports
- Generate Annual Reports

Technology Troubleshooting

- Troubleshooting Faxing Problems
- Test Phone Lines on a Monthly Basis

Training and Training Materials

- Support creation of training videos and updates
- Support creation of introductory videos for each NightWatch partner
- Support monitoring and data collection to ensure all staff, volunteers, and interns have completed the training

Clinical and Client Care

- Input New Client Data from NightWatch partners
- Report to Crisis Line Director any potential liabilities in client care

NightWatch Partners Visits

- Organize and book travel details including car rentals and hotel booking

Infrastructure Maintenance

- Maintain NightWatch Binder Online
- Keep NightWath Silver Binder Updated
- Keep Various Wall Postings Current and available
- Keep Shares Drive Folder current
- Maintain the NightWatch Contact Sheets
- Support Database Design

Other Duties as Assigned

Qualifications

- 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.



CRISIS SUPPORT SERVICES
of Alameda County

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- 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.
- Excellent organizational skills
- Ability to work independently and as part of a team
- Punctuality and reliability
- Ability to multitask and triage/reprioritize tasks
- Excellent communication skills
- Proficiency with Windows, Microsoft Office, G Suite

Salary

Compensation is \$21.50/hour, and the position is eligible for benefits.

To apply, please email your required resume and cover letter to careers@crisissupport.org with "NightWatch Program Assistant" in the subject line. Position is open until filled.

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.