



Job Announcement
By Binh Au, 6/19/2020

Position: Crisis Line Training Program Assistant

Schedule

This is a 20 hours/week position. Availability on evenings and weekends is expected. We ask for some flexibility in schedule to be able to meet trainees and trainers who work evenings and weekends.

Supervision

The position will report to the Training Coordinator and utilize consultation as needed. 30 minutes of individual supervision will be given every 2 weeks. The Program Assistant will attend staff and clinical meetings each Thursday as well as the Shift Supervisor meetings twice monthly.

Level of Decision Making

The position will hire incoming crisis line and text line volunteers. The position will provide consultation support and make clinical decisions related to active rescues, mandated reporting, and call limits on assigned shifts. The position will be an active participant in evaluating, designing and implementing crisis line program policy and procedures.

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.
- 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
- Excellent communication skills
- Proficiency with Windows, Microsoft Office, G Suite
- Comfortable providing services on the crisis lines, NightWatch lines and Text Line
- Consistent history of providing coaching and support to volunteers and interns
- Knowledge of Crisis Line Program and CSS policies and procedures
- Knowledge of crisis line and remote worker technology, mandated reporting, and crisis resources
- Ability to provide consultation to shift supervisors, interns and volunteers



Typical Duties

- Volunteer Outreach
 - Implement outreach efforts, including presentations, flyers, posters, and other marketing means
 - Screen new volunteers using phone screening and interviews
 - Maintain detailed records of the hiring process
 - Onboard new volunteers and collect all necessary paperwork

- Classroom Training
 - Facilitate core training classes – minimum of 6 hours per cohort
 - Evaluate the classroom materials to reflect current agency policy and procedures
 - Develop and implement evaluation tools for the training classes
 - Evaluate the training classes using feedback from the participants
 - Develop evaluation tool classes so participants and presenters can give feedback
 - Record keeping on attendance

- Trainer Development and Support
 - Support developing and training new classroom facilitators
 - Support shift supervisors in their role as trainers
 - Support recruiting and training new trainers (TTT)
 - Support facilitation of monthly trainers' meetings
 - Visit shifts to give trainers' support and feedback

- Training Oversight
 - Support for graduation certificates/gifts for all volunteers completing training
 - Support with meeting with Trainers/Trainees at midway point and before graduation
 - Serve as a Master Trainer to support the addressing of concerns and red flag issues with trainers and trainees
 - Assisting with maintaining and updating the Training Workbook and other relevant training materials

- Recruitment and Training Measurements and Reports
 - Maintain current records and provide quarterly reports
 - Measure and report on various program metrics

- Volunteer Development and Support
 - Assist in coordinating volunteer recognition and team building events, including but not limited to our annual volunteer events. Recap events as needed.
 - Attend weekly agency and departmental staff meetings and clinical supervision
 - Provide Lifeline shift coverage as needed

- Other duties as needed



CRISIS SUPPORT SERVICES
of Alameda County

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510-420-2460

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 "Crisis Line Training 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.