



Job Description

June 2021

Position: Crisis Lines/211 Call Specialist
Status: On-Call, Temp Hourly, Non-Exempt
Salary Range: \$20.24 Per Hour

Established in 1963 and successfully serving the entire county, the Contra Costa Crisis Center's mission is *to keep people safe and alive and to connect them to culturally relevant services*. Core programs include 24:7 Crisis Line, 2-1-1 Information & Referral services and a Grief Counseling program. The Crisis Center operates with a staff of 15 and a volunteer team of nearly 100.

The Call Specialist is a non-exempt staff member and works as part of a larger team to expertly and compassionately respond to multiple incoming calls ranging from crisis support to information and referral and including *Help Me Grow* child resources. S/he works closely with other staff and volunteers of the agency's programs and reports to the Director of Programs or designee.

Responsibilities include:

1. Provide clinically based, culturally relevant crisis counseling and 2-1-1- information and referral services including Help Me Grow child resources by telephone; includes multiple lines and projects;
2. Help train and support crisis line volunteers to provide effective services from a multicultural perspective (recognizing, understanding, and appreciating differences);
3. Participate in measuring the quality of service being provided to callers—with an emphasis on cross-cultural service—and assist in determining whether and how it can be improved;
4. Review, assess, and help develop crisis line training materials that include a multicultural perspective;
5. Assist with call recordkeeping and encryption; maintenance of the call center and equipment as appropriate;
7. Provide back-up support as requested;
8. Perform other duties as assigned by the Director of Programs.

Required Qualifications:

1. Demonstrated ability to work individually and as a member of a team;
2. Capacity to work with volunteers;
3. Computer/software/database literacy;
4. Excellent written and verbal communication skills;
5. Experience and demonstrated ability to work with racially, culturally, and economically diverse populations.
6. Commitment to personal accountability, and active participation in team building and the maintenance of a healthy work community;
7. Commitment to eliminating disparities in service access for all populations;
8. Valid California Driver's License and access to a working vehicle and current automobile insurance;
9. Ability to clear a criminal background check upon hire.

Strongly Preferred:

1. BA/BS in psychology, social welfare, or related field;
2. Spanish language skills – written and spoken.

3. Evening and weekend availability

The Contra Costa Crisis Center is an equal opportunity employer and does not discriminate on the basis of ethnicity, race, religion, gender, sexual orientation, or disability. We encourage all qualified applicants to apply.