Job Description

Job Title: 988 Follow Up and Chat/Text Team Specialist
Responsible to: 988 Operations Manager

Responsibilities:
The position’s primary responsibilities is specialize in the 988 follow up calls and the 988 Chat/Text interactions. The position provides an opportunity to practice a wide range of clinical skills, program development, and knowledge of the expanding field of behavioral health.

Job Requirements:
- Master’s degree required in Social Services or related field (preferred) or related experience
- Demonstrated interest/skills in human services
- Demonstrated interest/knowledge in suicide prevention.
- Strong oral and written English language skills
- Working knowledge of computers and software programs, proficient keyboarding skills
- Offers of employment contingent upon acceptable background check

Personal Qualifications:
- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate assistance to persons in need
- Ability to effectively deal with complex issues
- Ability to establish and maintain effective working relationships with program staff and service providers

Specific Responsibilities:

A. Provide direct focus on 988 Follow-up calls and chat/text interactions
   a. Provide specialized support of the 988 follow up calls to ensure best practices are implemented across the 988 team for follow up calls and chat/text interactions.
   b. Provide input to procedural manual if process has changed.
   c. Become a proficient user of the new chat/texting software platform in late 2023/early 2024, and work with leadership to train other 988 staff on the new platform.
   d. Analyze chat/text trends to inform leadership of opportunities and barriers meeting chat/text key performance indicators.

B. Respond to 988 Crisisline calls/texts/chats
   1. Provide evidence-informed brief supportive counseling, crisis intervention and suicide prevention support to callers and/or chat/text visitors who are in emotional distress
   2. Conduct assessments in accordance to program policies & procedures
   3. Utilize resource referral database to provide information and referral assistance to callers seeking mental health and substance abuse services
   4. Provide follow-up to all 988 callers
   5. Manage interactions to ensure appropriate level of support is provided in efficient manner
   6. Accurately and efficiently document client interactions

E. Maintain awareness of Helpline Center resources
   1. Attend all scheduled staff meetings.
   2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and national directories during each shift worked.

F. Professionalism
   1. Support and carry out the mission of the agency.
   2. Follow agency policies, including personnel and programs.
   3. Participate in the agency, demonstrate team participation and a workplace philosophy that enriches staff’s ability to reach goals and provide high level of customer service.

G. Additional Duties
   1. At times, staff will be required to perform additional duties beyond those specified.

Employee Signature __________________________ Date ____________

Supervisor Signatures __________________________ Date ____________

Hours: Non-Exempt full-time position. Primarily Monday-Friday. Will include evening, occasional weekend, and holiday coverage of 988.

Updated: September 2023