



Job Description

Job Title:	Mental Health Counselor
Responsible to:	988 Manager
Responsibilities:	Mental Health Counselors provide evidence-informed crisis intervention, brief supportive counseling, suicide prevention, information & referral and follow-up services to individuals who contact the Helpline Center through 988 in emotional distress, with substance use issues or with suicidal ideation. Counselors interact with clients by telephone, SMS text messaging, and/or web chat. The position provides an opportunity to practice a wide range of clinical skills, and knowledge of the expanding field of behavioral health.

Job Requirements:

- Master's Degree in counseling, social work, psychology, or related field required.
- Additional experience working in mental health counseling or mental health crisis strongly preferred.
- Applicants must be comfortable working independently and as part of a team in a collegial group environment.
- Strong oral and written 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
- Detail oriented and organized
- Ability to effectively deal with complex issues
- Flexibility and ability to manage in a fast paced environment

Specific Responsibilities:

A. Respond to 988 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 contacts to callers/texters/chatters to support client's continued care
5. Manage interactions to ensure appropriate level of support is provided in efficient manner
6. Accurately and efficiently document client interactions

B. Maintain awareness of Helpline Center resources and programs

1. Attend all scheduled staff meetings, in-service meetings, and annual staff retreat.
2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and national directories during each shift worked.

C. 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.

D. Additional Duties

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

Hours: Exempt, Full Time position. Shift is 6pm-4am Friday, Saturday, Sunday, and Monday. May include coverage of holidays and on call.

Updated: March 2025