



Job Description

Job Title: 988 Team Lead

Responsible to: 988 Operations Manager

Responsibilities: This is an ideal position for individuals who are interested in helping others and contributing to their community. The 988 Team Lead supports the team of Mental Health Counselors providing evidence-informed crisis intervention, brief supportive counseling, suicide prevention, information & referral, and follow-up services to individuals who contact the Helpline Center in emotional distress, with substance use issues, or with suicidal ideation. The 988 Team Lead is responsible for ensuring that quality service is provided by the counselors through shift guidance and support.

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. Provide day-to-day team guidance and communication to the 988 Leadership team and staff

1. Assist with supporting the 988 team with providing feedback to leadership about the shifts in which they serve as Team Lead.
2. Work with the 988 Operations Manager to provide insight and feedback for the evaluation of staff through monitoring calls/call recordings/text/chats/contact reports to ensure consistent quality service delivery and accuracy.
3. Provide shift support and guidance
 - a) Support staff to meet 988 standards.
 - b) Be available to staff during shifts to provide immediate guidance, answer questions and provide support.
 - c) Demonstrate leadership through example.

B. 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
7. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.

C. 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.

D. 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.

E. Additional Duties

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

Hours: Non-Exempt, day/evening/weekend hours or as required, may include coverage of holidays and on-call.

Updated: May 2023