



Job Description

Job Title: Suicide Prevention and Outreach Coordinator

Responsible to: Vice President of Program Development

Responsibilities:

The position's primary responsibilities are to provide suicide prevention outreach and education including providing individuals connection to community resources. 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 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
 - o Comfortable with media interviews
- 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 suicide prevention outreach and education

1. Provide suicide prevention education and training.
2. Serve as an agency liaison to the community and media regarding suicide and mental health topics.
3. Be knowledgeable and current about trends in suicide/suicide prevention.
4. Serve as part of the Helpline Center team for the local suicide prevention taskforce.
5. Assist with the promotion and marketing of suicide prevention services.

B. Facilitate the 605 Strong – Behavioral Health Voucher Program.

1. Provide outreach calls to individuals who have been identified as having increased stress and anxiety due to the COVID pandemic.
2. Provide follow-up calls/texts to individuals to connect them with voucher and community resources as necessary.
3. Enter/manage client data regarding the Behavioral Health Voucher support program clients using the case management software process
4. Audit electronic client case files to ensure data is entered correctly for evaluation purposes.

C. Lead the Text for Hope High School Crisis Texting Program

1. Coordinate with high schools across the state to promote the Text for Hope program.
2. Respond to and monitor texting queue.
3. Collaborate with funding partners to meet program expectations.
4. Provide quality assurance and feedback on text messages to ensure program standards are exceeded.

D. Respond to Helpline Center 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 high-risk callers reporting suicidal and/or homicidal thoughts and behaviors
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 – 40 hours a week. Includes day, evening and weekend hours and oncall rotation.

Updated: June 2022