

Status: Non-Exempt
Class: Professional
Reports To: 988 Clinical Coordinator
Title: 988 Lifeline Crisis Chat and Text Specialist

General Summary

Performs a variety of crisis counseling and technical work associated with handling text-based conversations received through chat and text platforms from individuals experiencing emotional distress and/or suicidal crisis.

Duties & Responsibilities:

1. Engage consumers through compassionate, nonjudgmental support and active listening and facilitate problem-solving for immediate concerns through virtual, text-based communication through chat and text platforms.
2. Deliver timely text-based messages to consumers in need and multitask to provide simultaneous support to multiple consumers.
3. Assess the safety of consumers through exploration of risk while maintaining rapport and gathering demographic and other pertinent information.
4. Initiate and coordinate emergency services interventions for high-risk callers through collaborations with staff, supervisors and public health and safety entities.
5. Collaborate with consumers to plan for safety, coping and social and professional mental health support.
6. Support third party consumers who are concerned about individuals displaying signs of emotional distress or suicide risk.
7. Provide information and referrals to inquirer in response to a direct request for such information based on assessing the needs of the inquirer, identifying appropriate resources, and providing enough information about resources to help inquirer make an informed decision.
8. Advocate to ensure consumers receive the services and support to which they are entitled.
9. Follow documentation policies and procedures to include narratives of interactions with consumers.
10. Adhere to ethical standards outlined by Agency and professional board if applicable.
11. Other duties as assigned by supervisor.

Qualifications and Experience

1. Active listening and clinical interviewing skills with ability to interact successfully with persons of various social, cultural, economic, and educational backgrounds.
2. Capacity to engage, assess and collaborate effectively under stressful situations.
3. Knowledge of mental health systems
4. Data entry skills and strong written communication abilities
5. Bachelor's degree or higher from an accredited college and/or lived experience as a mental health peer with high school diploma and/or life experience as a mental health consumer.
6. Training and/or experience in telehealth communication (1 year minimum)

Hybrid in Springfield, NJ

988 Crisis Chat and Text Counselors work a hybrid schedule, responding to incoming messages through online chat and text platforms. The role may involve sitting for extended periods and using computer and mobile devices to communicate with individuals in crisis. The role involves extended periods of looking at digital device screens. It also includes long periods of continuous typing. The work schedule may include evening, overnight, weekend, and holiday shifts to ensure continuous coverage of the crisis chat and text service.

Salary Range: \$25/hr. (Maximum 24 hours/ week) - Evening, Weekend Shifts available

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