



Job Description

August 2024

Position: Crisis Lines/211 Call Specialist
Status: Full time/Part time FTE, Non-Exempt
Salary Range: \$ 52,000 - \$ 58,000

Established in 1963 and successfully serving the entire county, the Contra Costa Crisis Center's mission is *to keep people safe and alive and to connect them to culturally relevant services*. Core programs include 24:7 Crisis Line, 2-1-1 Information & Referral services and a Grief Counseling program. The Crisis Center operates with a staff of 35 and a volunteer team of 40.

The Call Specialist is a non-exempt staff member and works as part of a larger team to expertly and compassionately respond to multiple incoming calls ranging from crisis support to information and referral and including *Help Me Grow* child resources. S/he works closely with other staff and volunteers of the agency's programs and reports to the Call Center Manager or designee.

Responsibilities include:

1. Provide clinically based, culturally relevant crisis counseling and 2-1-1- information and referral services including homeless and Help Me Grow child resources by telephone; includes multiple lines and projects;
2. Help train and support crisis line volunteers to provide effective services from a multicultural perspective (recognizing, understanding, and appreciating differences);
3. Participate in measuring the quality of service being provided to callers—with an emphasis on cross-cultural service—and assist in determining whether and how it can be improved;
4. Review, assess, and help develop crisis line training materials that include a multicultural perspective;
5. Assist with call recordkeeping and encryption; maintenance of the call center and equipment as appropriate;
7. Provide back-up support as requested;
8. Perform other duties as assigned by the Call Center Manager.

Required Qualifications:

1. Demonstrated ability to work individually and as a member of a team;
2. Capacity to work with volunteers;
3. Computer/software/database literacy;
4. Excellent written and verbal communication skills;
5. Experience and demonstrated ability to work with racially, culturally, and economically diverse populations.

6. Commitment to personal accountability, and active participation in team building and the maintenance of a healthy work community;
7. Commitment to eliminating disparities in service access for all populations;
8. Valid California Driver's License and access to a working vehicle and current automobile insurance;
9. Ability to clear a criminal background check upon hire.

Strongly Preferred:

1. BA/BS in psychology, social welfare, or related field;
2. Spanish language skills – written and spoken.
3. Evening and weekend availability

The Contra Costa Crisis Center is an equal opportunity employer.