

Job Title	Crisis Counselor Supervisor – Bilingual (English/Spanish) (Part Time TX, FL)
Employer/ Agency	Crisis Text Line
Job Description	<p>Crisis Text Line is free, 24/7 support for those in crisis. Text 741741 from anywhere in the US to text with a trained Crisis Counselor. Crisis Text Line trains volunteers to support people in crisis. With over 150 million messages processed to date, we're growing quickly, but so is the need.</p> <p>*Please Note: This position is limited only to candidates who permanently reside in Texas or Florida at this time.</p> <p>Supervisors are a critical position to the success of Crisis Text Line. You will provide real-time guidance to our remote volunteer Crisis Counselors in offering the best possible quality care to our texters. You'll take conversations with texters when needed, and will assist with high-risk situations including active rescues and mandatory reports. You're fostering, supportive, and always have both the texter and the Crisis Counselor experience top of mind</p> <ul style="list-style-type: none"> • Monitor, guide and coach volunteer Crisis Counselors' conversations for adherence to policy and training through constructive feedback, debriefing and crisis intervention techniques • Supervising conversations as needed to hand hold, problem solve and de-escalate directly with texters • Work with PSAPs (Public Safety Answering Points / 911 Call Centers, state agencies) to conduct active rescues and report mandated reports. • Partner with the coaching team to ensure Crisis Counselors are receiving the best possible support on and off the platform and are improving when needed. • Actively engage in all aspects of this expanding, technology-based and data-focused organization dedicated to the delivery of quality crisis intervention services • Supervise both English and Spanish conversations simultaneously.
Qualifications	<ul style="list-style-type: none"> • You have 5+ years of crisis intervention work experience beyond volunteerism accompanied by a Bachelor's degree with a human services major (social work, counseling, psychology etc). <p>OR</p> <ul style="list-style-type: none"> • You have a Master's in one of the Human Services fields (social work, counseling, psychology etc) or a Master's degree in an unrelated field, accompanied by a Bachelor's degree with a human services major <p>AND</p> <ul style="list-style-type: none"> • Ability to work 24 hours each weekend, including Fridays, Saturdays and Sundays, during morning and/or evening shifts and holidays. • You are bilingual, ie., natively fluent in English and Spanish (written & verbal).
Salary/Hours	Part-Time
Employer/Agency	Crisis Text Line
City, State, Zip	Texas & Florida
Contact Person	Misha Harris, Hiring Manager/Manager of Clinical Supervision Andre Boada, Bilingual Manager of Clinical Supervision
Email Address	misha@crisistextline.org / aboada@crisistextline.org
Application Method	https://boards.greenhouse.io/crisistextline86/jobs/4525335003?gh_src=41d55f723us
Opening Date	Immediate