



WellSpace Health Job Opportunity Opening

Position Open: Volunteer Crisis Line Counselor **Status:** Volunteer
Reports To: Program Manager **Department:** Suicide Prevention
Open Date: October 21, 2015 **Closing Date:** Until Filled
Contact Name: Liseanne Wick **Contact Information:** lwick@wellspacehealth.org

Organization Information:

WellSpace Health is one of Sacramento's premier non-profit organizations proudly serving the homeless and underserved community of Sacramento for over 40 years. We offer professional services including: high quality primary health care; family planning; women's health including OB; immunizations; well child care and testing; diagnosis and treatment; addiction treatment; mental health counseling and pediatric dentistry.

We are a leader in integrated care, blending physical health services with our well-known addiction and mental health treatment. We also offer a range of medical products through community partnerships including our T3 Program (Triage, Transport and Treat) that reduces Emergency Room overcrowding and our Interim Care Program (ICP) that reduces medical relapse following hospital discharge. In 2010 we have opened the first pediatric dentist clinic in the Sacramento area for our community.

Summary Statement:

The Crisis Counselor is primarily responsible for answering crisis line phone calls and providing crisis intervention to callers, keeping accurate call records, and maintaining confidentiality of the crisis line calls, callers, and crisis center location.

Required Qualifications (Knowledge, Skills, Abilities, Education, Training, and Licensure):

- High School Diploma or GED required;
- Must be at least 18 years old;
- Previous experience in crisis intervention, counseling or psychology background is desirable;
- Strong verbal and written communication skills;
- Must be able to work independently with confidence;
- Must be mature, sensitive, emotionally stable, and adaptable to varying situations;
- Ability to demonstrate empathy to crisis line callers;
- Ability to work flexible hours;
- Ability to abide by Crisis Center Code of Ethics and The Effort agency Volunteer Code of Ethics;
- Must successfully complete all crisis center training;
- Must successfully complete the crisis counselor exam and the final evaluation before being released to work alone;
- Must be reliable, responsible, and able to adhere to assigned schedules.

Physical Demands and Work Environment:

The work environment is characteristic of normal office conditions. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The employee must also possess hearing and speech to communicate in person and over the phone. The noise level in the work environment is usually quiet. The employee must be ready to respond calmly and effectively to many types of crisis situations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read and understand the contents of this job description.



**WellSpace Health
Job Opportunity Opening**

Applicant

Date

WellSpace Health is an Equal Opportunity Employer