



The community's go-to for supporting and empowering change.

Crisis Engagement Coordinator I

HelpLine is looking for a compassionate, supportive, and dedicated licensed professional to join our team full-time as a Crisis Engagement Coordinator I. You will play a vital role in assisting individuals referred to our program by conducting caring contact follow-up calls, texts, and emails. In this position, you will help individuals navigate their toughest moments with empathy and support through active listening and de-escalation strategies. You will assess each participant's safety and needs, assist with safety planning, and provide relevant resources from our extensive database. Additionally, you will refer participants to mental health and substance use treatment services. Collaboration with our Hotline team and network of local providers is essential to ensure seamless continuity of care. You will also serve as a backup responder for our Hotline to 988 National Suicide Lifeline. Join HelpLine as a Crisis Engagement Coordinator I and make a real difference by offering vital support to those in crisis!

RESPONSIBILITIES

- + Consistently conduct timely and quality caring contact follow-ups by phone, text, mail, and email with individuals referred to the CEC program and after initial Hotline calls/texts.
- + Answer National Suicide Lifeline (988) calls in accordance with 988 standards to provide quality backup to the Hotline service.
- + Use active listening skills to build rapport with individuals and assess their concerns and needs, expressing empathy and professionalism.
- + Use de-escalation techniques and explore coping strategies with individuals, offering support through healthy hobbies and relaxation methods.
- + Assess lethality and other high-risk situations, implementing safety assessments, safety planning, wellness checks, duty to warn, and other mandated reporting and disposition gathering when required.
- + Provide applicable referrals for needs from the resource database and rapid engagement referrals with local partner providers.
- + Work in partnership with Hotline Specialists to provide continuity of care.
- + Maintain appropriate professional boundaries while engaging in conversations, paraphrasing, and reflecting on the gathered information.
- + Conduct all interactions with or on behalf of individuals in accordance with HIPPA, HelpLine's Confidentiality Policy, Consumer Rights Policy, Code of Ethics, accreditor standards, and HelpLine's policies and procedures, including the CEC Care Plan.
- + Ensure accurate and timely documentation of services on the day of contact and make corrections during the next shift based on leadership feedback.
- + Monitor individual and team email for incoming communication and referrals and send required emails regarding help-seeker/participant interactions to lead HelpLine staff and community partners.
- + Communicate professionally and effectively with HelpLine staff members and external agencies via phone, text, chat, and email.
- + Manage CEC/CIT spreadsheet, including entering and triaging new referrals and updating case details daily.
- + Use relevant software tools to fulfill job responsibilities.



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- + Manage work schedules to support caseload continuity and required contact attempt timeframes, including after-hours, weekend, and holiday shifts.
 - o One 10 AM to 6 PM shift each week unless assigned daily referral distribution.
 - o Rotating weekend and holiday email and voicemail checks for referrals twice daily between 10 am to 12 pm and 3 pm to 5 pm and placing required first outgoing caring contact attempts to meet triage guidelines.
- + Participate in staff meetings (All-staff, Hotline, CEC, Supervision, etc.) and community partner events (MACIT, Service Coordination, etc.).
- + Complete required continuing education (10 hours/year) to maintain licensure and professional growth and participate in 2 outreach activities a year.
- + Maintain timeliness for shifts, request off and notify of tardiness in appropriate timeframes when possible, and submit timesheets promptly.
- + Participate in the interview process and mentor new staff, support co-workers, and assist with paraprofessional volunteers and interns as needed.
- + Request feedback from lead staff, respond constructively and patiently, and demonstrate a willingness to learn by following through with suggestions for growth and setting and completing annual goals.
- + Provide workplace and process improvement ideas and resource updates, and share concerns as they arise.
- + If applicable, maintain an appropriate home office and be available to work at an alternate location should their primary site become unstable.
- + Assist leadership with assigned tasks.

REQUIRED QUALIFICATIONS

- + An associate's degree in social work, psychology, or a related field is required.
- + LSW/LPC/LCDC II or equivalent licensure must be obtained within six (6) months of hire.
- + Equivalent licensure in a related behavioral science will be considered based on experience.
- + Must achieve and maintain Individual Crisis Specialist Certification from the American Association of Suicidology (AAS) within 18 months of hire.
- + Demonstrated experience in mental health, recovery services, or crisis intervention is required.
- + At least 21 years of age for insurance purposes.
- + Ability to work independently and collaboratively with people from various cultural, economic, and social backgrounds.
- + Ability to work in a fast-paced, high-stress environment while maintaining composure and focusing on the help-seeker/participant's concerns and needs.
- + Strong communication skills (verbal and written), empathy, professionalism, and non-judgmental attitude.
- + Proficiency in critical thinking, problem-solving, and applying knowledge and values from social work or counseling fields.
- + Must type at least 30 words per minute and effectively use computer technology.
- + Agreement to the conditions required for the potential ability for alternative work arrangements includes but is not limited to, a private work environment and high-speed internet access.
- + Successful completion of phase one of the CEC Training Program within 60 days of employment.
Successful completion of CEC training within six (6) months of employment.



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Although not required the following skills/abilities are highly desirable:

- + A bachelor's degree.

WHY WORK FOR HELPLINE

HelpLine is a financially stable, longstanding (50+ years) non-profit providing a broad spectrum of social services to eight counties. We are committed to living our values and investing in our people. This means our benefits reflect equitable wages, culture of self-care, inclusive practices and access to growth opportunities:

- + Full-time exempt position with competitive salary with personal growth and professional development opportunities.
- + Outstanding total rewards package, which includes but not limited to:
 - o 100% employee health, life, dental and Long Term Disability (LTD) premium coverage
 - o Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
 - o Voluntary life insurance and other optional benefits are available.
 - o Employee assistance program
- + Earned vacation, sick and compensatory time.
- + Mileage reimbursement for all work-related travel.

HOW TO APPLY

For full consideration, please submit a cover letter and resume to Jessica Cimino at jcimino@helplinedelmor.org. Applications will be accepted until the position is filled.

ABOUT US

As the community's only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing suicide and depression, sexual assault, child sexual abuse and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge to get community members the support, education and volunteer opportunities they're looking for. For more information, visit helplinedelmor.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, age, sex, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.