



The Family Lifeline Since 1953

CRISIS LINE COUNSELOR JOB DESCRIPTION

The purpose of The Effort is to transform and improve lives by offering an integrated continuum of mental health care, addictions treatment, and health care services for individuals, families, and the community in the Sacramento region.

Qualifications:

- Must be a minimum of 18 years old.
- Must be reliable and able to adhere to assigned schedules.
- Must be able to work independently with confidence.
- Must successfully complete all training.
- Must successfully complete the crisis counselor final exam and score 44 points out of a possible 75 on the final evaluation before being released to work alone.
- Must successfully pass Department of Justice background check and reference checks.
- Must be mature, sensitive, emotionally stable, and adaptable to varying situations. (Sense of humor desirable.)
- No previous counseling experience or psychology background is required.

Responsibilities:

- Attend in-service trainings
- Fill extra shifts periodically.
- Provide adequate documentation for all phone calls.
- Adhere to call management guidelines.
- Maintain confidentiality of both callers and Crisis Line Policy and Procedure.
- Provide crisis intervention services in a non-judgmental manner.
- Continue to practice effective crisis intervention after being released from the training program.
- Call for backup support or debriefing as needed.

Reports to:

- Crisis Line Program
- Manager Deputy Director