

## **988 Text/Chat Lead**

### **General Summary:**

Performs a variety of technical and professional work associated with handling text/chats from individuals in emotional distress or suicidal crisis throughout NJ. This includes providing behavioral health and human service information and referral to the public. In addition, this position oversees the activities of the designated shift and assists the 988 Coordinator with supervision/support. This position has direct contact with inquirers and requires knowledge and understanding of behavioral health and human service delivery systems. This position also requires the ability to communicate effectively and tactfully with diverse and multi-cultural individuals, be non-judgmental, and respectful of the confidential nature of the job.

### **Duties & Responsibilities:**

1. Appropriately provide support to inquirers, including suicide assessment and response as indicated.
2. Provide information and referral to the inquirer in response to a direct request for such information.
3. Assess the needs of the inquirer, identify appropriate resources, and provide enough information about resources to help inquirer make an informed decision.
4. Advocacy to ensure the inquirer receives the services to which they are entitled.
5. Offer crisis intervention in endangerment situations.
6. Follow up contacts with inquirer.
7. Thorough documentation of contact on all 988 inquiries.
8. Adhere to ethical standards.
9. Oversee all shift activities, including providing supervision/support to shift staff on all texts/chats.
10. Ability to work at least 2 Saturday and 2 Sunday shifts per month.
11. Other duties as assigned by supervisor.

### **Skills and Abilities:**

1. Active listening and interviewing skills.
2. Ability to conduct approved suicide assessments.
3. Voluntary and Involuntary hospitalization criteria and procedures.
4. Ability to work independently and/or collaboratively on projects.
5. Clear, concise, and effective written and verbal communication.
6. Deal with people in a manner that shows sensitivity, tact, and professionalism.
7. Experience in supervisory skills.
8. Broad knowledge of behavioral health system of care.
9. Knowledge of:
  - a. Principles of crisis management.
  - b. Suicide/Homicide risk assessment including lethality assessment, use of assessment tools, and related legal issues.
  - c. Computer applications including Microsoft applications, internet, and text/chat platforms.

### **Education:**

Master's degree from an accredited college or university with a major concentration in social work, psychology, public health, or a related field, plus a minimum of 2 years' experience in crisis work. Supervisory experience preferred.

**Hourly Rate: \$33.00, maximum 24 hours per week**

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