

**Mental Health America Indiana  
Be Well Crisis Helpline**

**Job Title:** Crisis Specialist (remote position)

**Department:** Be Well Crisis Helpline

**Reports to:** Be Well Program Supervisor

**Hours per week:** 40 (daytime, evening, overnight, and weekend shifts available)

**Exempt:** No

**Employment length:** Program is scheduled to run from 8/28/2021 through March 2023, with approximately 3 weeks of training/onboarding required prior to program start date

## Overview

Mental Health America of Indiana (MHA) is Indiana's leading mental health and substance use advocacy organization dedicated to providing overall mental wellness and recovery for all Hoosiers. A state affiliate of Mental Health America National, MHA works to impact individuals directly affected by mental illness and addiction, as well as policymakers and other key stakeholders, through public education, advocacy, direct service, and public health reform.

The Be Well Crisis Helpline is a free, 24/7 confidential telephonic and text-based program accessible to Indiana residents of all ages who are seeking support and resources for mental health and/or substance use related issues. Individuals seeking help range from those just needing a listening ear, to those with thoughts and/or plans related to suicide, to those simply seeking mental health resources for themselves or others. The Be Well Crisis Helpline team works to ensure Hoosiers have a safe place to turn to in times of crisis.

MHA will begin operating the state of Indiana grant funded, Be Well Crisis Helpline in August 2021.

## Employment Length

Program is scheduled to end in March 2023

## Job Summary

The Be Well Crisis Helpline is seeking empathic, compassionate, and self-motivated individuals to remotely provide telephonic and text-based emotional support and resources to Hoosiers in crisis.

The Crisis Specialist will operate from their own private home office using provided telecommuting hardware/software, including a laptop computer, external monitor, headset, and VoIP web-based platform, and will remain connected to the virtual call center through our communication channels, including utilization of Microsoft Teams and Zoom. Crisis Specialists will be expected to concurrently access resources via web-based platforms, manage documentation, and/or talk with colleagues via Microsoft Teams for support when needed, all while talking someone through a critical moment in their life.

## Specific Duties

### Supporting Individuals via the Helpline

- Provide strengths-based, unbiased crisis counseling and support to all individuals who call or text into the Helpline
- Ensure the highest standard for the delivery of evidence based or evidence informed crisis support, including those related to suicide prevention and intervention
- Access and provide resources to individuals in need
- Following a call, initiate additional care, support, and connection to an individual in need through a “Caring Contacts” program
- Maintain limited, web-based case-notes to summarize an individual’s needs and any resources provided

### Maintain Professional Work Environment

- Ensure professionalism in the workspace and when using any of the communication platforms
- Fully interact with your remote team, including communicating while on shift via Microsoft Teams, Microsoft Office, and other mediums as assigned.
- Ensure the privacy and confidentiality of each caller and their information
- Ensure the privacy and confidentiality of your colleagues' information

### Participate in on-going professional development

- Actively participate in on-the-job professional development opportunities
- Share opportunities with fellow team members

### Complete other duties as assigned by program or organizational leadership

- Remain flexible to new job duty assignments and opportunities

## Qualifications

### Skill-set

A self-motivator who is comfortable and confident to work independently from home

Has developed and practices an ongoing self-care routine

Possess a strong self-regulation skill set when working in any subject that may trigger past trauma or emotional stress

Has a strong ability to multitask while remaining present and attuned to callers who may be in their darkest hour and be ready to do it again after the call ends

Can adapt to immediate changes in policies and procedures

Can apply effective crisis intervention skills, suicide prevention and intervention strategies, and problem-solving techniques when responding to individuals in crisis

Maintain a positive attitude while working, always representing the Be Well Crisis Helpline and its partnering entities by providing excellent customer service and responding to each individual in a professional, nonjudgmental, empathic, and culturally appropriate manner

## Experience

A minimum of two years of experience in delivering crisis response/ stabilization and resources to individuals and families. A well-rounded knowledge base of crisis de-escalation, suicide intervention, social service agencies, mental health resources,

substance use resources, ability to teach coping strategies, and crisis intervention is preferred.

A Crisis Specialist should also be comfortable with navigating computers, web-based technology, Microsoft Teams, Microsoft Outlook, Zoom, and has the ability to be trained in the use of other platforms and/or programs

## Education

Bachelor's degree in psychology, human service, or related field is preferred

*Experience and education exceptions may be made on a case-by-case basis.*

## Home Office Requirements

Private and quiet location within your place of living that has:

1. A closed door to ensure confidentiality of our callers
2. A hardwired DSL, Fiber, or Cable Internet via an Ethernet connection (Dial up, Wireless, Satellite internet service and/or a cellular hotspot cannot be used -- ethernet cable will be provided);
  - a. Minimum download speed 20 Mbps
  - b. Minimum upload speed 3 Mbps
  - c. Ping less than 100 ms
3. An appropriate workspace, including a designated desk/table to accommodate a laptop and external monitor

Must ensure comfortability in wearing a wired headset while providing telephonic support

## Schedule

Day Shift Availability (one of three shifts): 6am - 2pm // 7am - 3pm // 8am - 4pm

Mid-Shift Availability (one of three shifts): 2pm - 10pm // 3pm - 11pm // 4pm - 12am

Overnight Shift Availability (one of three shifts): 10pm - 6am // 11pm - 7am // 12m - 8am

We are staffed 24/7, including weekends and holidays

## Work Location

Fully Remote

## Work Authorization

United States (Required)

Successful candidates must pass a Background Checks and Drug Screen upon hire

## Benefits

Ability to work safely from home

Monthly technology stipend

Full benefit program that includes medical, dental, vision life insurance, STD/LTD and EAP services (basic plan for employees paid for by employer; upgraded plans and/or family coverage available at the employee's expense)

An accrued planned time off package that earns up to 128 hours per year that may be carried over into the following year

A team-oriented culture of leading crisis specialists with a supportive leadership team