

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

**Job Title:** Supervisor (remote position)

**Department:** Be Well Crisis Helpline

**Reports to:** Be Well Crisis Manager

**Hours per week:** 40 (daytime, evening, overnight)

**Exempt:** Yes

**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 (MHAI) 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, MHAI 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.

MHAI 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 supervision to the Be Well Crisis Helpline Crisis Specialists who are providing telephonic and text-based emotional support and resources to Hoosiers in crisis.

Individuals will support, train, coach, debrief, and provide direct supervision for Crisis Specialists

The Be Well Crisis Supervisor 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. The Be Well Crisis Supervisor will be expected to support multiple team members in a high paced, and sometimes high stress work environment. This may include accessing resources via web-based platforms, managing documentation, talking with colleagues via Microsoft Teams for support when needed, and/or taking the lead during critical calls for which a responder dispatch is required, all while guiding someone through a critical moment in their life.

## Specific Duties

### Supporting Crisis Specialists

- Conduct on-going supervision, training, and coaching, while providing hands-on support in real-time
- Maintain an open line of communication
- Ensure the staff is a well-functioning team and is providing high quality service to our callers
- Assist in overseeing the morale, team building and professional development activities for the staff
- Work with team members on practicing self-care, including implementing shift activities, to mitigate stress and avoid burnout

### Administrative Duties

- Collecting and ensuring the quality of data to continue to improve service provision
- Identifying problems or gaps in service through data and informant feedback
- Conducting ongoing program and staff needs assessment
- Work with external partners to identify new program resources and training opportunities
- Understand program policies and procedures to ensure continuity of operations, and work with program leadership to identify and create modified and/or additional policies and procedures when needed
- Communicate all relevant information to the shift and Manager
- Provide and/or coordinate technical support when needed

### Maintain Professional Work Environment

- Ensure professionalism in the workspace and when using any of the communication platforms
- Help foster an environment of dignity and respect
- 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/create on-going professional development

- Actively participate in and seek 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

Proven track record of program leadership, problem-solving, and the ability to effectively lead a remote team

Recognize the value that diversity and culture bring to an organization

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 team members and callers.

Can adapt to immediate changes in policies and procedures

Can apply (or lead team members in) effective crisis intervention skills, suicide prevention and intervention strategies, and problem-solving techniques when responding to individuals in crisis

Ability to perform with frequent interruptions and/or distractions

Excellent reading comprehension, listening, verbal and written communication skills

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 supervisory/team leadership experience

A minimum of three years experience in delivering crisis response/stabilization and/or suicide prevention/intervention services

A well-rounded knowledge base of social service agencies, mental health resources, substance use resources, and the ability to teach coping strategies is preferred

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

## Education

Master's degree in psychology, human service, or related fields is preferred, but not required

## License

Current and unrestricted Behavioral Health License granted by the state of Indiana (LCSW, LMHC, LMFT, etc.)

## Home Office Requirements

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

1. A closed door to ensure confidentiality of 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

One position available M-F: Day Shift Availability: 8am - 4pm

One position available M-F: Mid-Shift Availability: 4pm - 12am

One position available M-F: Overnight Shift Availability: 12am - 8am

*Due to the nature of this program, all leadership positions must have the flexibility to occasionally work hours other than scheduled, as well as the ability to be on call over the weekend if needed*

## 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 184 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