



**Practicum/Internship Position Title:** Crisis Responder (Telephonic)

**Position Summary:**

Provident's Life Crisis Services provides 24/7 telephonic crisis intervention and suicide prevention services. Life Crisis Services receives around 80,000 calls each year from individuals in crisis.

Crisis Responders, as a group, answer over 150 calls each day from people who are struggling with issues related to suicidal ideation, grief, depression, work, children, parents, alcohol, drugs, sexual issues, gambling, anger, abuse, health, money, and other life challenges.

Crisis Responders answer incoming calls, assess for suicide, and provide necessary support and resources to individuals in need. Crisis Responders also provide follow-up calls for those who have expressed thoughts of suicide. Additionally, Crisis Responders are also responsible for monitoring the Feeling Kinda Blue website, which provides support for individuals with depression and other mood disorders.

At Provident, we recognize the value that those with lived experience bring to a crisis line. We encourage those with lived experience, both loss survivors and attempt survivors, to complete crisis Responder training.

**Crisis Responder Requirements and Qualifications:**

**Minimum Required Education:**

- High School Diploma or Equivalent
- Crisis Responders must be 18 or older

**Minimum Required Experience:**

- No experience is necessary
- Will complete 70+ hours of suicide prevention training

**Preferred Education:**

Some experience or knowledge of the mental health field

**Other Skills Required: see examples below**

- Ability to integrate data from information gathered during crisis calls to formulate an accurate assessment
- Ability to work collaboratively with callers to create a plan of action
- Ability to express empathy, care, and concern for each caller
- Ability to effectively communicate with other crisis Responders and staff
- Exercises cultural competence and understands and is sensitive to personal values and beliefs expressed through gender, culture, age, ethnicity, spirituality, and sexual diversity
- Excellent oral and written communication skills
- Proficient in typing and navigating an online database
- Complete 70 hours of classroom, hands-on, and online training
- Ability to maintain a positive disposition, remain enthusiastic, dependable, reliable, and professional

**Working Conditions / Environment:**

Available shifts include:

7:00am-9:00am, 9:00am-12:00pm, 12:00pm-3:00pm, 3:00pm-6:00pm, 6:00pm-9:00pm, 9:00pm-11:00pm, and 11:00pm-2:00am, 11:00pm-3:00am, and 3:00am-7:00am

Monday-Sunday

All shifts will be worked from the office

**Essential Duties and Responsibilities:**

- Work a minimum of 8 hours per week
- Deliver services by establishing and maintaining rapport, assessing caller needs, developing an action plan, and documenting each call
- Effectively answer each call on shift and triage if necessary

**Materials Required to Apply**

- Resume and Cover Letter

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.