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FAMILY SERVICES OF THE MERRIMACK VALLEY

JOB POSTING

This role is eligible for a \$3,000 BONUS!

Position Title: Crisis Line Supervisor

Program: Samaritans Crisis Line

Reports to: Crisis Line Director

Status: Full-time (40 hours/week), Exempt, **HYBRID in-person/remote work schedule**

Company and Position Overview-

Family Services of Merrimack Valley is seeking a full-time Crisis Line Supervisor (40 Hours/week) for its Samaritans Crisis Line. The Samaritans program provides a host of suicide prevention and post-vention services, including the operation of a crisis helpline, which is a member of the National Suicide Prevention Lifeline Network (800-273-TALK). The Crisis Line Supervisor will support the crisis line by fostering and implementing exceptional commitment to the daily operations of our Help Line. The Supervisor will be managing a team of shift leaders and call takers by evaluating performances, training development, managing workflow, supporting the crisis line and staff, and responding to moderate to high risk calls.

DUTIES INCLUDE:

- Collect data reporting for metrics, analytics, and service performance reports weekly
- Ongoing supervision for staff and conduct quarterly staff evaluations
- Quality Assurance
- Design comprehensive initial training lessons and materials for call center volunteers, employees, and home leaders
- Maintains expert knowledge of call and web handling processes.
- Responsible for learning development on an on-going basis
- Research and input relevant resources into database for call center worker support
- Provides crisis intervention, referral and resource information, and/or creates action plans for callers who contact the Hotline. Provides intervention support and resource information to our crisis line shift leader and call takers amidst a crisis intervention.

Qualifications:

- Minimum of a Bachelor's Degree or equivalent experience in the field of behavioral health, suicide prevention, crisis response, emergency services or other related field.
- One year's experience in Supervisor position preferred (previous hotline supervisory experience, or project coordination experience may be substituted)
- Proficient with technology, including computer and internet skills, smartphones and databases.
- Excellent interpersonal skills including strong communication and ability to provide coaching, mentoring, feedback to colleagues, and collaborate with other service providers.
- Maintain composure in high stress situations and respond calmly and appropriately in crisis situations.
- Highly motivated, energetic, resilient and target driven to produce desired results.
- Ability to work independently while exercising good judgment.
- Ability to problem solve and troubleshoot in a fast-paced, evolving remote work environment
- Desire to help others, display compassion, and maintain confidentiality required.
- Understanding of the laws and regulations surrounding physical, sexual, and emotional abuse, child abuse, neglect, and legal reporting requirements
- Understanding of the contractual obligations of the Hotline

Preferred qualifications

- Spanish speaking preferred
- Previous training in Psychological First Aide, Crisis Management Strategies, Mental Health First Aide or other similar curricula.

ABOUT FAMILY SERVICES OF THE MERRIMACK VALLEY

FSMV is a non-profit, social service organization located in Lawrence, MA. The organization helps more than 7,000 people in the Merrimack Valley each year through 20+ programs focused on youth development, parent education and emotional health. All of its services are infused with a sense of hope and possibility and enable individuals to thrive in their family, community, workplace and school. For more information, please visit www.FSMV.org. **FSMV is an equal opportunity employer.**

COMPENSATION AND BENEFITS

- This is a full-time, 35-40 hours per week, flexible, **HYBRID (in person/remote work)** position

- Pay range \$22.50 - \$23.50 per hour, commensurate upon education and/or experience.

This role is eligible for a \$3,000 BONUS!

- FSMV offers an excellent benefit package including a flexible and supportive work environment, competitive Blue Cross/Blue Shield health and dental insurances, fully paid life and long-term disability insurances, optional voluntary life insurance along with training and professional development opportunities.
- FSMV also offers a generous time off policy for employees working 30 hours or more per week including **4 paid weeks of Earned Time Off as well as 13 paid holidays per year!**
- An amazing opportunity help raise awareness within the community and nation while reducing the stigma associated with suicide

TO APPLY

Interested candidates should send a resume and cover letter to: jngo@fsmv.org