



## Hotline Counselor

Alameda Del Prado, Novato, CA, US

The **Hotline Counselor** is an invaluable part of the Buckelew Programs Suicide Prevention Program. After extensive training to prepare you for this role, you will join a dedicated team in responding to incoming suicide hotline calls. As a Hotline Counselor, you will consistently support the mission and objectives of Buckelew Programs by maintaining the privacy and confidentiality of information, protecting the assets of the organization, acting with ethics and integrity, and adhering to applicable federal, state and local laws and regulations, and Buckelew policies and procedures.

This is a full-time, 32 - 40 hours/week position, working onsite at our office in Novato, CA. This is not a remote position. Relief positions also available.

### RESPONSIBILITIES:

- Respond appropriately to all incoming calls to the hotline on all counseling lines in accordance with training and established practices.
- Responsible for maintaining accurate and thorough call records and documentation in accordance with current procedures.
- Attend in-service meetings as scheduled. Maintain updated knowledge of, and implement, program protocol changes.
- Assist in the training and mentoring of new counselors on shift.
- Responsible for keeping accurate ADP time records of all shifts worked.
- Attend all scheduled staff meetings, in-service meetings, and training as scheduled. Complete ongoing training assignments as required, including the Telephone Counseling Training Class.
- Review email, announcements, resource books, manuals and directories during each shift worked.

### QUALIFICATIONS:

- High school education required.
- Associates Degree in Social Services preferred.

- Experience in telephone counseling, preferably in a crisis or suicide prevention environment preferred.
- Ability to to work alone, including night shifts.
- Bilingual English/Spanish verbal skills highly desirable.
- Strong interpersonal skills and the ability to build a counseling relationship with callers.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability and emotional maturity.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Computer experience to include experience with databases and Microsoft Outlook. Keyboarding skills at 35 WPM or greater, with accuracy.
- Reliable and excellent attention to detail and accuracy.
- Able to manage a flexible work schedule and commit to agreed upon hours with a high level of reliability and responsibility.

**Physical Requirements:** All work is performed in a comfortable indoor facility. Ability to maintain composure and work quality Job frequently requires sitting, handling objects with hands and the use of fine motor skills. Constantly/frequently operates a computer and phone and required ongoing communication in the form of listening and speaking. Job occasionally requires standing, walking, and reaching. Vision requirements: Ability to see information in print and/or electronically. Hearing requirements: Ability to hear information in person and by telephone.

**Benefits:** Employer-paid medical, dental and vision insurance, life and long-term disability insurance, flexible spending accounts for medical, dependent care and transit costs, retirement savings plan, employee assistance plan and up to 6 weeks of paid time off.

AA/EOE

Schedule is Wednesday through Sunday.

32 - 40 hours per week.

**Apply:** <https://bucklew.org/get-involved/career-opportunities/>