



# Samaritans Southcoast

## **POSITION DESCRIPTION:**

### **Shift Supervisor – Weekday Overnight**

#### **About Samaritans Southcoast - Overview:**

For over 40 years, Samaritans Southcoast, Inc. has answered calls from anyone of any age needing emotional support, suicide prevention, and crisis intervention. As southeastern Massachusetts' 988 suicide and crisis lifeline, Samaritans Southcoast serves Bristol and Norfolk counties by providing high-quality suicide prevention services and support 24 hours a day, 7 days a week, answering 40,000 calls a year. In addition to the hotline, Samaritans Southcoast's services include Safe Place for suicide loss survivors, Kare Calls for senior citizens, and education and outreach in the community. As a fully remote center, we employ highly skilled, trained, caring, and compassionate listeners from around the country who embody our mission "to reduce and prevent future suicides from occurring, to bring attention to the causes of suicide, to eliminate the stigma of suicide, and to support the survivors of suicide victims."

#### **Shift Supervisor Role - Overview:**

The role of the shift supervisor is to ensure successful delivery of services for callers by supervising crisis counselors and maintaining a regular schedule of answering calls using Samaritans' specialized method of befriending. Shift Supervisors are experienced in crisis intervention, possess leadership qualities necessary to manage staff and daily operations, and are caring, compassionate, and confidential listeners who fulfill Samaritans Southcoast's mission to reduce and prevent future suicides from occurring.

#### **Duties and Responsibilities Include:**

- Answer calls on emotional support and suicide prevention hotline.
- Provide professional and compassionate support to callers at all levels of need.
- Embody Samaritans Southcoast's befriending methods.
- Supervise helpline staff.
- Establish and maintain a productive environment where staff and callers are safe and supported.
- Monitor helpline staff and multiple phone lines.
- Provide guidance, instruction, and opportunities for helpline staff to debrief.
- Enter and review data with accuracy to track the effectiveness and impact of hotline services.
- Provide written follow-up as needed.
- Build and maintain relationships and communicate effectively with a wide range of individuals, including supervisors, direct report staff, emergency services, behavioral health professionals, among others.
- Employ strong critical thinking skills using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems within the parameters of Samaritans' guidelines, policies, and procedures.
- Exercise discretion in handling confidential situations and information.
- Convey sensitive information in a timely manner to qualified parties.
- Ability to listen and communicate effectively.
- Ability to intervene in crises.
- Maintain composure in high-stress situations.
- Train and mentor new staff, volunteers, and student interns.
- Be able to multitask.
- Remain informed on suicide prevention best practices, models, and initiatives.
- Adhere to all Samaritans Southcoast's policies, procedures, best practices, and those in accordance with our accreditation through the International Council for Helplines, and

guidelines from the Massachusetts Suicide Prevention Coalition, the Massachusetts Department of Public Health, and the National Suicide Prevention Lifeline.

- Other responsibilities as assigned.

**Experience and Qualifications:**

- Minimum of an Associate's degree preferred or two years of professional experience in a social service agency, nonprofit, or similar organization.
- Previous experience working on a suicide prevention hotline, crisis hotline, customer service, and/or phone center required.
- High comfort level with technology, including computer and internet skills, smartphones, and integrated systems management.
- Experience with the iCarol System or similar cloud-based database, Webex or similar telephony applications, and Zoom required.
- Attention to detail and accuracy required.
- Ability to problem solve and troubleshoot in a fast-paced, evolving remote work environment.
- Work as a member of a team in a small office environment, remotely and in person.
- Desire to help others, display compassion, and maintain confidentiality required.

**Special Requirements/Physical Demands/Working Conditions:**

- Remote work with some in-person interaction with staff and colleagues.
- Access to active, high-speed internet service required.
- Ability to work remotely in a secure, private space where confidentiality can be maintained.
- Some flexibility in working hours, including some evenings and weekends.
- Must successfully complete 35 hours of Samaritans Southcoast training.
- Must attend refresher training and staff meetings regularly.
- A background check is required as part of the application process.
- CORI check is required upon offer of position.

**Relevant Position Information:**

- Job Title: Shift Supervisor
- Reports to: Program Director
- FLSA Designation: Non-Exempt
- Job Type: Part-time, 32 hours per week
- Schedule: Monday/Tuesday/Wednesday/Thursday from 10:45 pm – 7:15 am
- Hourly: \$26.00
- No benefits
- Paid Time Off (PTO): 96 hours (12 eight-hour days), accrued at a rate of 8 hours for every month worked during year one, non-rollover annually.
- Sick Pay: up to 40 hours per year, workers earn 1 hour of earned sick for every 30 hours worked.

**To apply:**

Interested candidates should apply online at [We're Hiring | SamaritansSouthcoast \(samaritanssoco.org\)](https://www.samaritanssoco.org) as well as submit a cover letter, three references, and a resume indicating the position for which you are applying to:

Natalie Schragger, Human Resource Director, [nschrager@samaritanssoco.org](mailto:nschrager@samaritanssoco.org)

Samaritans Southcoast is an equal-opportunity employer. No phone calls, please. Incomplete submissions will not be considered.