



Samaritans Southcoast

POSITION DESCRIPTION:

Crisis Counselor Overnight - Weekend

About Samaritans Southcoast - Overview:

For 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."

Crisis Counselor Role - Overview:

The role of the Crisis Counselor is to answer the emotional support and suicide prevention hotline using Samaritans' specialized method of befriending. Crisis Counselors 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.
- Perform accurate data entry to track the effectiveness and impact of hotline services.
- Ability to listen and communicate effectively.
- Take direction from supervisors.
- 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.
- Maintain composure in high-stress situations.
- Be able to multitask.
- Work independently and as a team member.
- Other responsibilities as assigned.

Experience and Qualifications:

- High School or equivalent required.
- Previous experience working on a suicide prevention hotline, crisis hotline, customer service, and/or phone center is preferred but not required.
- Moderate to high comfort level with technology, including basic computer and internet skills, Zoom, or similar virtual meeting platforms.

Relevant Position Information:

- Job Title – Crisis Counselor, Overnight weekends (Friday – Sunday 11pm – 7am)
- Reports to: Program Director
- FLSA Designation: Non-exempt
- Job Type: Part-time, 24 hours per week
- Hourly wage: \$21.00
- No benefits

To apply:

To be considered with Samaritans Southcoast, please complete an online application at [We're Hiring | SamaritansSouthcoast](#). If chosen to move forward in the application process, applicants can expect to be screened by phone, undergo a background check, and participate in a virtual face-to-face interview with Samaritans staff.

- Submit a cover letter, resume, and three (3) letters of recommendation to Natalie Schrager, Human Resource Director, nschrager@samaritanssoco.org.

Incomplete submissions will not be considered.

Samaritans Southcoast is an equal-opportunity employer. No phone calls, please.