



<b>Job Title:</b>	988 Team Leader	<b>FLSA:</b>	Exempt
<b>Department/Group:</b>	Community Support	<b>Reports To:</b>	VP of Community Support
<b>Location:</b>	Maysville	<b>Travel Required:</b>	Occasionally
<b>Position Type:</b>	Full-time		
<b>HR Contact:</b>	Christal Henderson	<b>Date posted:</b>	
<b>Will Train Applicant(s):</b>	Yes	<b>Posting Expires:</b>	-----
<b>Job Description:</b> This position is part of the Community Support and Crisis Team and serves as the leader of the 988 Program. The team lead supports the team providing evidence-informed crisis intervention, brief support counseling, suicide prevention, information and referral and follow-up services to individuals who contact the Helpline in emotional distress.			
<b>Applications Accepted By:</b>			
Drop off at Comprehend Office 611 Forest Avenue Maysville KY, 41056		<b>Email:</b> <a href="mailto:chenderson@comprehendinc.org">chenderson@comprehendinc.org</a>	
<b>Job Description</b>			
<b>Role and Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Assist VP of Community Support to develop and implement 988 staffing and training plans.</li> <li>• Supervise, support, mentor, and coach staff to meet 988 standards.</li> <li>• Identify, enhance, and oversee training opportunities to advance 988 staff development.</li> <li>• Supervise and provide guidance on difficult calls or when emergency rescues are needed.</li> <li>• Ensure 988 documentation is accurate and complete.</li> <li>• Submit reports as requested.</li> <li>• Communicate outages or sudden spikes in call, chat, and /or text volumes to State and National Crisis Services Supervisors as required and other leadership as appropriate.</li> <li>• Assist in troubleshooting infrastructure issues.</li> <li>• Support 988 workforce by filling in when needed.</li> <li>• Remain flexible to support other shifts based on business needs.</li> <li>• Use independent judgment and make decisions with organizational consequences.</li> <li>• Active rescue responsibility may be carried out by team lead requiring more experience, greater responsibility, and higher consequences to organization.</li> <li>• Supervise and regularly coach and support 988 team members.</li> <li>• Other duties as assigned.</li> </ul>			
<b>Qualifications and Education Requirements</b>			
<ul style="list-style-type: none"> <li>• Supervisory experience preferred.</li> <li>• Knowledge of the 988 system.</li> <li>• 4+ years of related work experience in mental health counseling or mental health crisis strongly preferred.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Bachelor’s degree in psychology, counseling, social work or health and human services.</li> <li>• Demonstrated knowledge and ability with interpersonal relations and training plans.</li> <li>• Strong oral and written language skills</li> <li>• Working knowledge of computers and software programs, proficient keyboarding skills.</li> </ul>			
<b>Special Requirements</b>			
<ul style="list-style-type: none"> <li>• Satisfactory criminal records background check.</li> <li>• Valid driver’s license and dependable transportation.</li> <li>• Willing to travel out of the region for meetings and trainings.</li> </ul>			



Reviewed By:	Human Resources	Date:	
Approved By:	President/CEO	Date:	
Employee Signature:			
Last Updated By:	01/30/2024		