



**National Runaway Safeline**  
**Crisis Services Supervisor and Volunteer Services Liaison**  
**Position Description**

The National Runaway Safeline (NRS) is a 501c(3) organization committed to ensuring that America's runaway, homeless and at-risk youth are safe and off the streets. NRS serves as the federally designated national communications system responsible for providing 24-hour, 365 days a year crisis intervention and support services via a 24-hotline, text, chat, emails and an on-line digital forum. The organization is based in Chicago and serves at-risk youth and their families from across the country.

**Overview:**

The Crisis Services Supervisor/Volunteer Services Liaison (CSS/VSL) is a full time position and reports to the Director of Crisis Services. The CSS/VSL spends approximately 70% of their time providing crisis intervention services and support for incoming hotline and online crisis contacts. The additional 30% of the CSS/VSL's time is dedicated to volunteer recruitment, retention and data entry supporting NRS' volunteer, education and outreach efforts. The CSS/VSL will work collaboratively with all levels of staff, volunteers and the general public.

**Responsibilities:**

- Respond to NRS crisis line calls and digital contacts in the standard rotation, and maintain quality call log documentation of all crisis communications – including monitoring data entry in NRS database system (iCarol) and querying and reviewing daily logs.
- Supervise and assist volunteers, interns and work-study students with providing crisis services and referrals as needed.
- Provide crisis services volunteers with ongoing updates, information and resources related to NRS and runaway and homeless youth issues.
- Monitor crisis services volunteers to ensure consistent delivery of quality services and maintenance of NRS standards – to include silent monitoring of crisis communications and providing support and coaching as needed.
- Conduct supervisions, listen-ins and other related training functions for new crisis liners.
- Report child abuse and neglect to appropriate agencies when identified via crisis contacts.
- Maintain daily communication protocols with the crisis services team by reviewing and logging entries into the supervisor's logbook, and ensuring that the crisis services center is well-stocked with appropriate materials. Assist with maintaining a clean and safe environment in the crisis center and implementing emergency and recovery procedures for all crisis services when needed.
- Assist with conducting Volunteer Orientation and volunteer interviews.
- Assist with developing and implementing continuing education events, planning the annual NRS Volunteer Recognition Celebration, updating crisis intervention materials and conducting monthly volunteer retention and recognition activities.
- Facilitate crisis intervention training as needed.
- Maintain departmental records (including volunteer orientation attendance and outcomes, trainee/liner progress, continuing education attendance, retention and outreach efforts etc.) and provide monthly reports.

**Other Requirements:**

- Bachelor's degree in Human Services or related field and at least one year of crisis intervention or applicable work experience and/or internship or work study placement in a social service environment required.
- Must be proficient at public speaking and have strong written and verbal communication skills.
- Experience in conducting research and writing training materials is a plus.
- Must be able to prioritize and manage projects from start to finish and must be a self-starter and detail-oriented with excellent problem-solving skills.
- Proven organizational skills, ability to multi-task and meet deadlines.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Publisher, PowerPoint), familiarity with data entry processes and ability to utilize various industry specific software.
- An understanding of and commitment to the operating goals of the National Runaway Safeline is essential.
- Must occasionally lift and/or move up to 25 pounds.
- Ability to maintain a flexible work schedule that includes evenings and weekends.
- Must be available to attend staff meetings and other occasional agency related events.
- Spanish language is a plus.

NRS is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of race, color, creed, religion, gender, sexual orientation, national origin, age or disability.

**Please submit a cover letter and resume to [HumanResources@1800runaway.org](mailto:HumanResources@1800runaway.org). No phone calls please.**