



**National Runaway Safeline
Part-time Overnight Crisis Services Supervisor (CSS)
Chicago, IL**

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 to youth via a 24-hotline, text, chat, emails and an on-line digital forum. The organization is based in Chicago and serves at-risk youth ages 12-21 years old and their families from across the country.

Overview:

The Part-time Crisis Services Supervisor (CSS) is a position with a range of shifts available from 16-24 hours a week. We are currently hiring for overnight weekend shifts. The CSS provides trauma informed, solution-focused, crisis intervention, information, and referral and other related services to runaway and at-risk youth and their families via a crisis hotline and across digital communication platforms (live chat, email and forum postings). All crisis services team members receive intensive crisis intervention training prior to handling crisis contacts as well as ongoing training and continuing education opportunities.

Responsibilities:

- Respond to NRS crisis line calls and digital contacts.
- Maintain quality call log documentation of all crisis communications.
- Monitor volunteers, interns, and crisis teams' log documentation to ensure consistent delivery of quality services and maintenance of NRS standards.
- Report child abuse and neglect to appropriate agencies when identified via crisis contacts.
- Assist with quality assurance and crisis center related projects when needed.

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 available to attend staff meetings and other occasional agency related events.
- Proven organizational skills, ability to multi-task and meet deadlines.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Publisher, Power Point, Publisher), 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.
- Ability to maintain a flexible work schedule that includes evenings and weekends.
- 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. No phone calls please.