



### **Crisis Services Supervisor (full-time & part-time) Chicago, IL**

The National Runaway Safeline (NRS) keeps America's runaway, homeless and at-risk youth safe and off the street. We do this by providing crisis services, prevention and awareness building programs.

Crisis services are available 24/7 to youth and families via our 1-800-RUNAWAY hotline and at 1800RUNAWAY.org, where we offer live chat, email and an online forum. Annually, NRS connects with over 125,000 young people ages 10-21, and their families, from communities across the country. In addition to direct services, NRS conducts nationwide prevention and awareness campaigns to reduce runaway incidents, prevent youth homelessness and de-escalate crisis situations. Utilizing years of data via our crisis services program, we share trends, key findings, and local data sets with providers and policy makers across the country to inform services delivered and effective methods to prevent youth homelessness.

#### **Overview:**

The Crisis Services Supervisor (CSS) serves as part of the Crisis Services team that provides trauma-informed, solution-focused crisis intervention, information, and referrals to young people that are facing crisis, have run away, or are experiencing homelessness via a crisis hotline and digital communication platforms (live chat, email and forum postings). The CSS reports to the Director of Crisis Services (DCS) and provides on-shift support within the Crisis Services Center for interns and volunteers with a strong focus on quality assurance. All Crisis Services team members complete a 40+ hour intensive crisis intervention training prior to handling crisis contacts. Several full-time and part-time positions are available across day, evening and overnight shifts, and may include weekend hours. As a 24/7 operation, some flexibility is also required to attend mandatory all-staff and team meetings that may fall outside of a regular weekly schedule. All positions are based in Chicago with the possibility of hybrid work schedules.

#### **Responsibilities:**

- Respond to NRS and Comprehensive Community Based Youth Services (CCBYS) contacts;
- Supervise and monitor volunteers and interns in the Crisis Services Center to ensure adherence to NRS standards and high quality delivery of NRS services;
- Maintain quality documentation of all crisis communications;
- Report child abuse and neglect to appropriate authorities as required by law;
- Conduct supervisions, listen-ins and other training-related functions for new staff, volunteers, and interns;
- Participate in required all-staff meetings, CSS team meetings, and internal meetings with other staff;
- Participate in ongoing training and continuing education opportunities as required; and
- Contribute to continuous quality improvement efforts.

#### **Qualifications:**

- Knowledge and experience working in a social services environment, with a preference for experience with crisis intervention;
- Self-starter and detail-oriented;
- Excellent written and verbal communication skills;

- Strong interpersonal skills, including the ability to communicate with diverse teams and build strong relationships;
- Creative problem-solving skills with a positive, solutions-oriented mindset;
- Ability to be flexible and adaptable to the evolving needs of a dynamic team;
- Experience prioritizing and managing projects from start to finish and proven track record of meeting deadlines;
- Proven organizational and multi-tasking skills;
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook);
- Familiarity with data entry processes and ability to utilize industry-specific software;
- Commitment to the mission and operating goals of the National Runaway Safeline; and
- Bilingual Spanish speaking preferred, but not required.

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

*Beginning salary for full-time positions is \$37,440/year with benefits. Part-time positions are \$18/hour.*

*To apply, submit resume and cover letter to*

<https://recruiting.paylocity.com/recruiting/jobs/All/d87a7736-f431-4eeb-89af-e7beeb8aece2/National-Runaway-Safeline>.

*Individuals with lived experience of homelessness or housing instability are encouraged to apply.*