



## **Sukoon Helpline Supervisor**

### **About the Organization**

Sukoon: Healing of the Minds is an organization that aims to create specialized programming, increase awareness, and provide resources to strengthen the mental, physical and emotional health and wellness of our greater Minnesota community. Our goal is to provide support and resources for minds in distress as well as to bridge the gap in providing culturally informed mental health services and resources to the community. The Helpline will operate 7 PM-7 AM, 7 days a week.

### **Purpose of Role**

Sukoon Helpline Supervisors will be responsible for overseeing and managing respondents of the Sukoon Helpline during its hours of operation. They will oversee the day-to-day administration and overseeing of helpline operations which includes supporting respondents as needed, handling escalated calls/texts, monitoring calls/text conversation, staffing and scheduling, and generating reports and statistics for manager review.

### **Roles & Responsibilities**

- Supervise, mentor, support, and motivate the team of helpline respondents.
- Provide guidance to respondents (including what would be most helpful to say, resources for the caller/chatter, and crisis de-escalation techniques). Provide 1-1 support in case of crisis calls/texts as needed and take over escalated calls/texts.
- Be responsible for maintaining safety, including mandatory reporting, applying program procedure and policy, and ensuring compliance with organization guidelines and standards.
- Conduct weekly (and as needed) individual and group debriefs with respondents on your shift to ensure respondent wellbeing and development.
- Coordinate respondent shift scheduling, including reminders to respondents, following up on absences and tardies, and editing the schedule as needed to ensure every shift is appropriately staffed.
- Ensure all records and documentation are accurate and according to organizational policies.
- Monitor the quality of helpline calls and texts and evaluate individual counselors' performance.
- Perform quarterly and annual respondent reviews and provide feedback on their performance to help motivate their dedication to professional goals.
- Generate weekly and monthly reports on the team's progress and helpline statistics to present to manager, clinical supervisor and team. Administrative duties as required (i.e. case notes, attending trainings, organizational meetings)
- Make recommendations for changes to improve service.
- Attend management meetings.

### **Qualifications**



- Requires a Bachelor's Degree in Psychology, Social Sciences or related behavioral field, supplemented by two (2) years of direct casework/case management experience and one (1) year of supervisory experience; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.
- Knowledge of service delivery modalities including brief solution focused approach.
- Knowledgeable about trauma informed care.
- Knowledge of the issues faced by vulnerable individuals and populations.
- Fluent in English (verbal and written). Additional languages are an asset.
- Excellent interpersonal communication skills, problem solving skills, cultural awareness along with experience working with diverse populations, and the ability to lead, mentor, manage, and take charge.
- Committed to help train, mentor, support and develop respondents, both old and new.
- Self-motivated, organized, flexible, responsible, and willing to learn.

#### **Requirements:**

- Must pass a comprehensive background check
- Three Professional References
- Cover Letter
- Resume

#### **Compensation and Schedule Details**

- Part-time, Monday-Sunday, evenings, nights and weekends as assigned, working primarily offsite during the weekends and evenings as needed.

#### **Contact Information**

- Email cover letter, resume, and three professional references to [info@sukoonhealingoftheminds.org](mailto:info@sukoonhealingoftheminds.org).