

Crisis Helpline Responder (Thailand)

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Company: Intellect

Location: Thailand

Category: other-general

We're looking for a part time Crisis Helpline Responder with proven experience as a helpline counsellor or responder, and completed training in Crisis intervention or Suicide prevention.

About Intellect

Intellect is a digital mental healthcare company providing an entirely new way for employers to effectively care for their employees' health & mental wellbeing. We're a team of psychologists, clinicians, and technologists providing an evidence-based approach to proactively help anyone, no matter where they are on their mental health journey. Our mission is to make mental health support radically more accessible, preventative & relatable, and stigma-free. Join us on our mission to reinvent how mental healthcare is being delivered

Role & Responsibilities

Responding to telephone hotline for crisis support of those bereaved through suicide, engaging in self-harm, experiencing suicide ideation and concerned friends or family members.

Providing a range of evidenced based, professional crisis counselling services and personal support, employing de-escalation techniques and crisis intervention techniques

Assessing the caller's needs and triage for immediate safety or emergency medical attention of callers, or referrals to appropriate service referrals such as face-to-face crisis intervention, case management/advocacy services, individual therapy, or group services.

Maintaining accurate and detailed call reports on key issues and referrals actioned

Complying with responsibilities under the Data Protection Acts 1988, 2003 & 2018 (GDPR)

Supporting in the development of appropriate crisis management plans to support callers in crisis

Make a quick in-the-moment decision on how to move forward if the responder is not sure how to proceed

Ensuring smooth and diligent handover process to next shift personnel

Dedicating entire shift to intellect tasks and responsibilities only

Conducting risk assessments, including lethality assessment for suicide cases

Requirements

1 - 3 years of experience in helplines, either in a paid or voluntary capacity

Can effectively communicate in their native language

Experience working with high risk clinical situations (at risk of or affected by suicide or crisis cases) and

Ability to maintain emotional composure in high stress situations, ability to bounce back from stressful interactions and high-risk case

Plus Points if you:

have a background in mental health or emergency services

Completed training in Crisis Intervention or Suicide Prevention

can effectively communicate in more than 1 language

maintain professional indemnity insurance

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