

988 Crisis Specialist

Description

Common Ground is hiring fully remote 988 Crisis Specialists for multiple full-time and part-time shifts. The role supports people experiencing crisis through phone, text and chat while connecting them with appropriate resources and following established crisis-intervention procedures.

Responsibilities

- Provide crisis support to people contacting the 988 and related crisis helplines.
- Respond to incoming contacts by phone, text and/or chat.
- Use de-escalation techniques and person-centered communication.
- Provide information about community resources such as shelters, food support, mental-health services and substance-use treatment.
- Document interactions accurately and follow confidentiality requirements.
- Collaborate with supervisors and other crisis-line staff for support and escalation when needed.

Qualifications

- High school diploma or GED equivalent.
- Strong communication and self-discipline for fully remote work.
- Private, dedicated and HIPAA-compliant home workspace.
- Reliable high-speed internet on a private network.
- Ability to maintain confidentiality and remain composed during difficult conversations.

Experience

Approximately 6 months of work or volunteer experience in mental-health or crisis services, or equivalent education, is preferred in the current listing.

Skills

Crisis intervention, de-escalation, phone support, text and chat support, documentation, confidentiality, resource navigation, empathy, teamwork, behavioral-health communication.

Job Benefits

Paid time off, shift premiums, employer-sponsored benefits and wellness plans, 100-hour crisis-intervention training, professional-growth opportunities and a remote work environment.

How To Apply

Apply through the current listing: [Common Ground 988 Crisis Specialist application](#).

Hiring organization

Common Ground

Employment Type

Part-time

Industry

Mental and Behavioral Health / Nonprofit

Job Location

Remote, United States, United States

Remote work possible

Working Hours

Various part-time shifts are available within a 24/7 crisis-support operation; exact shift assignment depends on staffing needs.

Base Salary

21.00

Date posted

October 1, 2026