CRISIS TEXT LINE

PRN Crisis Counselor Supervisor
FAQ

Is this role a 1099 contractor position or a direct-hire W-2 role?
This is a W-2 position.

What are the minimum and maximum hours for this role?
PRNs are not required to work a minimum hours per month, but hours must be worked on a regular basis if not on inactive status.

The maximum number of hours per week is 24 (Sunday, 12:00 a.m. EST to Saturday, 11:59 p.m. EST).

What is the pay frequency (weekly or biweekly)?
We follow bi-weekly pay periods.

How does scheduling work?
Schedules aren't pre-assigned — you pick up the shifts that work for you!

Which shift has the greatest staffing need?
We operate as a 24/7 service, and shifts are posted based on availability and business needs. Volume is typically highest during holidays and overnight hours, so additional coverage is often needed during those times.

Is Crisis Text Line busier or slower during certain times of the year?
Our volume does fluctuate throughout the year. As a national service, demand can shift based on what's happening across the country, and we see higher activity during holidays and widespread stressful events.

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Are there any degree requirements for this role?
Crisis Text Line does not require a specific degree for this role. We focus on relevant experience, skills, and alignment with the position.

Does Crisis Text Line volunteer experience count toward the job requirements?
Previous Crisis Text Line volunteer experience is always valued. Current or recent volunteers may be able to waive the universal core training required for all new hires.

Can PRN team members transition into part-time or full-time roles?
If a part-time or full-time Clinical Supervisor role becomes available due to business needs, we'll share the opening with the team so that anyone interested can apply.

Are there specific onboarding days or scheduled training times?
Training is self-paced with two required meetings—a kickoff for IT, logins, and People & Culture, and a second onboarding session. Observation shifts occur during scheduled windows in day, evening or overnight windows, and there are no fixed onboarding days beyond that.

Are we paid for training?
Yes, all hours for onboarding are recorded on a timecard and paid out accordingly.

How many conversations will a supervisor observe at one time?
The number changes with the volume at any given time. We use specific thresholds to ensure both texter safety and a positive employee experience.

Are supervisors responsible for calling Law Enforcement or CPS?
If an external intervention is needed, Supervisors are responsible for supporting those texters and making the necessary calls.

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How many leadership personnel are on the platform during shifts?
As a PRN Supervisor, you're never on the platform alone—Clinical Supervisors at various levels are always available to support you on and off the platform.

Since we're all in different states, whose mandatory reporting guidelines do we follow?
Crisis Text Line follows a national, standardized mandatory reporting protocol, so PRNs do not report based on their individual state guidelines. All reporting follows internal policy and federal-level requirements.

Are clinical hours available to PRN staff at Crisis Text Line?
Crisis Text Line does not provide licensure supervision hours for LCSW or LPC programs through employment in the PRN crisis counselor supervisor role. You will need to complete any required supervision through an external program