



Job Description

Job Title: **211 Helpline Call Specialist (part-time evening & weekends)**
Responsible To: Call Center Director
Responsibilities: 211 Helpline Call Specialists are responsible to provide quality customer service to the consumers of the 211 Helpline, which includes 211, suicide prevention hotlines, victim service hotlines, contracts and operational assistance to Helpline services.

A. To serve and maintain the Helpline

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude towards those requiring assistance.
2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
4. Answer and provide appropriate intervention for crisis/victim services/suicide calls following policies and procedures.
 - a. Prevent successful suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate information and intervention for contract calls.
 - a. Knowledge about all contract specifications.
6. Document calls correctly into computer tracking system according to procedure.
7. Identify active callers and follow appropriate directives as listed in the active caller profile sheets.
8. Contact Helpline supervisor or back-up staff as necessary.
9. Complete suicide and community assessment follow-ups according to procedure.
10. Complete call monitoring according to procedure.

B. Provide general assistance

1. Complete projects as requested by the Helpline Call Center Director or other Helpline Center staff.
2. Initiate and organize projects while maintaining flexibility in answering the 211 Helpline.

C. Maintain awareness of Helpline Resources

1. Attend all scheduled Helpline staff meetings, in-service meetings, and annual staff retreat.
2. Complete ongoing training assignments as required.
3. Review email, announcements, resource books, manuals and national directories during each shift worked.

D. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency; demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.

E. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Qualifications: Bachelors degree in a social services field or equivalent experience, strong verbal and written communication skills, prior experience with crisis situations, flexibility and computer literate. Offers of employment are contingent upon acceptable criminal background check.

Hours: Non-exempt. 5 hour evening shift, (5pm – 10pm), weekend daytime/overnight shifts or as required, will include coverage of holidays.

Updated: Feb 2011

Employee

Date

Supervisor

Date
