



Job Description

Job Title: **211 HELP!Line Specialist (part-time evening & weekends)**
Responsible To: 211 HELP!Line Call Center Director
Responsibilities: 211 HELP!Line Specialists are responsible to provide quality customer service to the consumers of the 211 HELP!Line and operational assistance to HELP!Line services.

A. To serve and maintain the HELP!Line

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/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 HELP!Line 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 HELP!Line Call Center Director or other HELP!Line Center staff.
2. Initiate and organize projects while maintaining flexibility in answering the 211 HELP!Line.

C. Maintain awareness of HELP!Line Resources

1. Attend all scheduled HELP!Line 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), 12 hour weekend daytime/overnight shifts or as required, will include coverage of holidays.

Updated: Aug 2009

Employee

Date

Supervisor

Date
