



Job Description

Job Title: Helpline Center Network of Care Community Specialist
Responsible to: SD Community Exchange Manager
Location: Brookings and Watertown
Responsibilities: The Network of Care Community Specialist is responsible for implementing and coordinating the Helpline Center Network of Care program in the communities of Brookings and Watertown. The Helpline Center Network of Care is a collaborative effort among community organizations to build a coordinated social service system. The HCNC Community Specialist is will be passionate in building a community-wide system to address social service needs. The successful applicant will have a track record that demonstrates their talents at engaging partners to ultimately become part of a solution through group facilitation and individual conversations. This position would be ideal for a versatile and dedicated professional who can engage in multiple projects to create conditions for successful systems change.

Job Requirements:

- Bachelor's Degree with three years related experience and/or training; or equivalent combination of education and experience required.
- Regular travel to Sioux Falls and between Watertown and Brookings
- Project management experience desired
- Strong public speaking and communication skills
- Ability to influence others and move toward a common vision or goal
- Strong strategic awareness and innovative thinking skills
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively trouble shoot complex issues
- Proficient in Microsoft office programs with an emphasis in excel
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Enthusiastic, teamwork oriented attitude
- Ability to learn, operate and teach software programs
- Ability to establish and maintain effective working relationships with partner agencies
- Possess excellent listening, organizational, written and verbal communication skills
- Outgoing and comfortable with people

A. Lead the development of the HCNC Program in Brookings and Watertown.

1. Provide strategy, planning, and implementation of a coordinated social service system in each respective community
2. Communicate with senior leadership at the Helpline Center and other key stakeholders to design the system.
3. Provide training and support to partner agencies on correct software usage and data collection.
4. Enforce and monitor policies and procedures for HCNC.
5. Provide monthly program status updates on success and challenges.
6. Serve as a point of contact for data entry for the coordinated system. Provide data entry as necessary for the project.
7. Create and run monthly reports from the software system.

B. Professionalism

Date: March 2021

1. Support and carry out the mission of the agency.
2. Develop and maintain close relationships with various constituencies within the community.
3. Be involved with the community at large and appropriate professional organizations.
4. Follow agency policies, including personnel and programmatic.
5. 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.
6. Develop professional and personal growth through opportunities and involvement.

C. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: Hourly FT position. Office hours, 8 a.m.-5 p.m. or as required.

Employee	Date
_____	_____
Supervisor	Date
_____	_____

Interested candidates may submit a cover letter and resume to shaunaba@helplinecenter.org.