



Job Title: Helpline Center Network of Care Integration Specialist (Full Time)
Responsible to: Helpline Center Network of Care Manager
Responsibilities: The Network of Care Integration Specialist is responsible for assisting in the Helpline Center Network of Care (HCNC) program coordination and software customization. The ideal candidate would possess an knowledge and understanding of various software integration and customizations capabilities. In addition, the position will provide additional support in the 211 Helpline Connections Center this includes the 211 program, suicide and crisis support services, texting, emails, contract services and other Helpline services.

Requirements:

- Bachelor Degree with one year related experience and/or training; or equivalent combination of education and experience required.
- Project management experience desired.
- Advanced Computer skills proficient in (Excel, Microsoft Word, etc.)
- System Admin experience or Database 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 organizational, written and verbal communication skills.
- Outgoing and comfortable with people.

Specific Responsibilities:

A. Provide support for the Helpline Center Network of Care Program

1. Work with Helpline Center Network of Care Manager to grow and maintain HCNC.
2. Provide training and support to partner agencies on correct software usage and data collection.
3. Assist with enforcing and monitoring policies and procedures for HCNC.
4. Provide monthly program status updates to the HCNC Manager.
5. Assist as a secondary point of contact for data entry for the coordinated system under the supervision of the Helpline Center Network of Cara Manager. Provide data entry as necessary for the project.
6. Run monthly reports from the software system.

B. Respond to Helpline calls and texts

Date: November 2019

1. Demonstrate, sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers for information/referrals following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support following policies and procedures.
4. Answer and provide appropriate intervention for crisis/victim's services/suicide following policies and procedures.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls/texts/emails correctly into computer tracking system according to procedure.
7. Identify active callers/texters and follow appropriate directives as listed in the active caller profile sheets.
8. Contact a Helpline supervisor or back up staff as necessary.
9. Complete suicide and community assessment follow-ups according to procedure.
10. Ask callers/texters for suicide and community assessment follow-ups according to procedure.
11. Complete call monitoring according to procedure.
12. Serve as an on-call member in the rotation throughout the entire calendar year.

C. Maintain awareness of 211 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. 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.

E. 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 full-time position. Includes day, evening and weekend hours. Will include coverage of holidays and on-call.

Employee	Date
_____	_____
Supervisor	Date
_____	_____

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

Date: November 2019