



## Job Description

**Job Title:** Helpline Specialist – SD Cares Housing

**Responsible to:** 211 Director

**Responsibilities:** The position serves a key role in the implementation of the SD CARES Housing Assistance Program to assist applicants in the application process and assess applicants' needs, questions, and status updates. In addition, the position is responsible for providing quality customer service to people requesting information and referral assistance and crisis support through the Helpline Connections Center.

### Job Requirements:

- Bachelor Degree preferred with one-year related experience and/or training; or equivalent combination of education and experience required.
- Strong written and oral communication skills
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to effectively trouble shoot complex issues
- Proficient in Microsoft office programs
- 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 other SD Cares partner agencies
- Possess excellent organizational, written and verbal communication skills

### A. Respond to inbound calls and make outbound calls regarding SD CARES Housing Assistance Program

1. Assist applicants in the application process for SD CARES Housing Assistance Program, including submissions of applications, status updates, application questions
2. Communicate with supervisors on individual circumstances and updates
3. Participate in SD CARES trainings and meetings
4. Provide high quality services to those needing assistance navigating the SD Housing Assistance application process
5. Accurate documentation of application calls and updates

### B. Respond to inbound calls/texts to the 211 Helpline.

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance for information and referral contacts following policies and procedures.
3. Answer and provide appropriate assistance for listening & support contacts following policies and procedures.

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4. Answer and provide appropriate intervention for crisis/suicide contacts following policies and procedures.

**C. 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.

**D. 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:** Full-time, non-exempt position. Primarily days with one to two evenings per week and one weekend every 6-8 weeks. Will also include on-call coverage.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_