



Job Description

Job Title: Part-time Helpline Database Specialist

Responsible to: Database Manager

Responsibilities:

The Database Specialist is responsible to provide support for the development and maintenance of the comprehensive resource database and related materials and to provide quality customer service (callers, connections center staff and agencies).

Job Requirements:

- Bachelor's degree in Social Services or related field
- Demonstrated interest in human services
- Strong oral and written English language skills including over the phone
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Extremely detail oriented and organized
- Flexibility and ability to manage many concurrent projects
- Ability to work independently
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need/ ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Ability to establish and maintain effective working relationships with program staff and service providers

Specific Responsibilities:

A. Assist in the curation and maintenance of the Helpline Center Database

1. Follow procedures for completing annual updates including following up with programs / agencies that don't respond to initial requests
2. Process updates in accordance with style guidelines
3. Respond to and initiating inquiries in a prompt, professional manner
4. Assist in the creation of new and maintenance of resource guides / related materials
5. Help maintain database documents online (Guides, HelpSheets, etc) and videos
6. Assist with projects as assigned by the Database Manager
7. Follow AIRS database standards, and Helpline Center Database Manual procedures
8. Work toward obtaining AIRS (Alliance of Information and Referral System) CRS (Certified Resource Specialist) credential.

B. Respond to inbound calls/texts to the call center

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.
4. Answer and provide appropriate intervention for crisis/suicide contacts following policies and procedures.
5. Document calls/texts/emails correctly into computer tracking system according to procedure.

C. 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.

Hours: Hourly part-time position (20-25 hours/week). Includes day hours.

Employee

Date

Supervisor

Date

Updated: August 2021