Job Title: Helpline Specialist – SD Cares/Family Education
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 to leading the Helpline Center’s subgrant award for WIC-CIAO project.

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 learn and develop an online education tool and website
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to effectively troubleshoot 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 and WIC-CIAO grant partners
- 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.
   4. Answer and provide appropriate intervention for crisis/suicide contacts following policies and procedures.

C. Lead the development and facilitation of the Helpline Center’s subgrant award for the WIC-CIAO project

Date: May 2023
1. Develop and launch a self-paced “Helpline University” coursework available for public use statewide by case managers, nurses, social workers, and other direct service providers working with parenting adults of young children, beginning prenatally. The on-demand free cross-training will teach case managers how to run an individualized resource report for families across South Dakota.
   i. Advocate for this training to be adopted as an essential onboarding training for direct service providers.
2. Develop a front-facing landing page for young families and professionals supporting the families. Website will include resources, education materials, links, and have the capacity to run individualized reports based on location and situation. Promotion of resource portal and family resource landing page through channels across the state.
3. Develop platform and staffing necessary to coordinate free on demand transportation for WIC participants that will cover transportation to WIC appointments and for shopping/redemption of benefits.
   i. Includes case management to help families identify sustainable solutions to transportation barriers to accessing WIC services and redemption.
4. Attend outreach events, as necessary
5. Attend grant meetings to update on grant progress

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.

Additional Duties
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 weekend every 6-8 weeks. Occasional evenings based on outreach events.

Employee

Date

Supervisor

Date

Date: May 2023