

Position Description – Helpline Specialist 2-1-1 Specialist Job Description rev. Aug-08 Page 1 of 2 **Position Title:** 2-1-1 Helpline Specialist and Back-Up Specialist

Reports To: 2-1-1 Helpline Team Coordinator

Classification: Non-Exempt

Summary: Provides broad human services needs assessment, crisis intervention and appropriate referrals to individuals via telephone, usually in a single contact culminating in provision of agency referrals, mediated contact with an agency or advocacy with an agency on behalf of the individual requesting assistance. May also conduct intake for specialized programs or services.

Date Reviewed/ August 11, 2008

Updated:

FULL AND PART-TIME POSITIONS; ON-CALL POSITIONS

PRIMARY JOB DUTIES:

- Assess human service needs via phone using active listening, crisis intervention &/or suicide risk assessment skills
- Search computer database for appropriate human service provider referrals
- Maintain appropriate documentation of work
- Act as a contributing team member by supporting the work and mission of the organization
- Work during times of community disaster (e.g., hurricanes) to provide citizen information
- May participate in community outreach/networking efforts by visiting other agencies, attending meetings or conferences, or otherwise developing working relationships within the community
- Provide on-the-job mentoring/training for new 2-1-1 Brevard staff

JOB REQUIREMENTS:

Education: AA/AS degree required; BA or higher preferred. Substantial equivalent experience in an applicable field considered in lieu of formal education.

Experience: One year work experience in social services or related field strongly preferred

Prerequisites:

- Excellent communication and interpersonal skills
- Broad general knowledge of human services
- Familiarity with Brevard County health and human services network highly desirable
- Willingness/ability to handle all types of calls/problems in a non-judgmental manner, including those dealing with such potentially sensitive topics as abortion, alcoholism, mental illness or child abuse
- Ability to get along well with others, including persons of different ethnic or cultural backgrounds
- Ability to work independently or in a team setting
- Bilingual (Spanish/English) highly desirable
- PC skills in a Windows environment, including Outlook & navigating the Internet; proficient in word processing/data entry
- Ability to type 35 wpm.
- Successful completion of 2-1-1 Brevard training
- AIRS CIRS Certification or AAS CCW Certification desirable and required of all eligible employees

Physical Requirements

- A. Ability to communicate clearly in person and over the telephone
- B. Ability to read written material and computer screens.
- C. Ability to enter data into a computerized record
- D. Ability to spend multiple hours on telephone & computer
- E. Occasional lifting (up to 40 pounds)

Backup Specialists:

Backup specialists provide back-up shift support during the times for which they sign up. Back up specialists must meet and adhere to the same requirements as regularly scheduled helpline specialists (training, team meetings, serving during disaster, professionalism, ethics, etc.). Serving as back up is totally voluntary and is open to current 2-1-1 staff members who are not regularly scheduled for 40 hours per week.

Employee Agreement

I understand that this job description is not intended to be all-inclusive and that I am also required to perform other reasonable related duties as assigned. I will read the Operations and Employee Manuals for further clarification of my responsibilities as an employee. I understand that I must be able to perform the responsibilities and job functions outlined above effectively to continue my employment with the agency.

Employee

Name: _____ Signature: _____

Date: _____