



Job Description

Job Title: Aftercare Support Specialist
Responsible to: Crisis Support Coordinator / Call Center Manager
Responsibilities:

The Aftercare Support Specialist is responsible for providing suicide prevention activities including answering crisis phone calls/texts, making follow-up phone calls/texts to callers and patients recently discharged from the hospital and providing quality customer service to people requesting information and referral assistance through the Helpline Call Center.

Job Requirements:

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

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate assistance to persons in need
- Ability to effectively deal with complex issues
- Ability to establish and maintain effective working relationships with program staff and service providers

Specific Responsibilities:

A. 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 calls or emails following policies and procedures.
3. Answer and provide appropriate assistance for listening & support calls/texts following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide calls/texts following policies and procedures.
5. Document calls correctly into computer tracking system according to procedure.
6. Ask callers for permission to follow-ups with them according to procedure.
7. Identify active callers and follow appropriate directives as listed in the active caller profiles.
8. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.
9. Help provide coverage or other needed assistance during times of disaster.

B. To support and facilitate the Helpline Center's suicide prevention efforts

1. Provide follow-up calls/texts to crisis callers/texters.
2. Provide follow-up calls to patients enrolled in our discharge support program.
3. Manage client cases enrolled in the discharge support program using case management software.
4. Provide required reports.
5. Be knowledgeable about trends in suicide/suicide prevention.

D. Maintain awareness of Helpline resources

1. Attend all scheduled 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.

E. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programs.
3. Participate in the agency, demonstrate team participation and a workplace philosophy that enriches staff's ability to reach goals and provide high level of customer service.

F. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Non-exempt full-time position – 40 hours/week. Includes day, evening and weekend hours.