

Job Description

# Job Title: Helpline Specialist (full-time)

# Responsible to: Call Center Director / Suicide and Crisis Support Coordinator

**Responsibilities:**

The Helpline 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. The Helpline Specialist is responsible for providing quality customer service to people requesting information and referral assistance through the Helpline Call Center and this includes the 211 program, suicide and crisis support services, texting, emails, contract services and other Helpline services.

**Job Requirements:**

* Minimum of a Bachelor’s degree in Social Services or related field or higher
* 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:**

## **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.

# To support and facilitate the Helpline Center’s suicide prevention efforts and hospital follow-up support program.

1. Provide follow-up calls/texts to crisis callers/texters.
2. Provide follow-up calls to patients enrolled in the hospital follow-up support program

 as assigned and according to procedures.

1. Enter/manage client data about the hospital follow-up support program clients using case

 management software.

1. Audit electronic client case files to ensure data is entered correctly for evaluation purposes.
2. Assist with outreach/trainings to promote crisis texting program, prevention trainings and other suicide presentations.
3. Be knowledgeable and current about trends in suicide/suicide prevention.

### C. Provide assistance to the Helpline program

1. Complete projects as requested by the Call Center Director or Manager.
2. Prepare monthly statistical reports as assigned by the Call Center Director or Manager.
3. Assist with database updating or on call schedules as assigned by the Call Center Director or Manager.
4. Initiate and organize projects while maintaining flexibility in answering the Helpline.
5. Ensure accuracy of information.

# 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. This position is a partially funded by a grant for the period of two years and will potentially end, unless an alternative funding source is identified.