



Job Description

Job Title: 211 Helpline Specialist
Responsible to: 211 Program Director
Responsibilities: The 211 Helpline Specialist is responsible for providing quality customer service to people requesting information and referral assistance and crisis support through 211. This includes 211 programming, 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
- Demonstrated interest/skills in human services
- Strong oral and written English language skills
- Working knowledge of computers and software programs, proficient keyboarding skills
- 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
- Detail oriented and organized
- Ability to effectively deal with complex issues
- Flexibility and ability to manage many concurrent projects

Specific Responsibilities:

A. 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.
5. Document calls/texts/emails 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.
10. Working knowledge of computers, software programs and proficient keyboarding skills.

B. Provide assistance to the Helpline program

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

C. 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.

D. 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.

E. Additional Duties

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

Employee Signature

Date

Supervisor Signatures

Date

Hours: Non-exempt day/evening/weekend shifts or as required, may include coverage of holidays and on-call.

Updated: March 2025