



JOB TITLE: CALL SPECIALIST II

REPORTS TO: CALL SPECIALIST COORDINATOR, PHONE BASED SERVICES DIRECTOR

FLSA STATUS: NON-EXEMPT

JOB SUMMARY:

Assesses caller needs, provides information about or linkage with appropriate service providers, offers advocacy assistance when required, and follow-up, as assigned, to ensure that the individual's needs were met. Maintains effective listening skills, information and referral and crisis intervention services to callers in 24/7 call center setting.

JOB RESPONSIBILITIES:

Provides coverage of 2-1-1, Gatekeeper, Suicide Hotline, Gambling Hotline and CareLine telephone lines as needed. Provides emotional support and crisis intervention with distraught callers. Gathers information about the circumstances that precipitated the call and the caller's specific needs for assistance. Reports required information to the State Hotline in cases of abuse or neglect. Completes required HeartLine paperwork. Records all calls in IRis database, noting basic demographic information and classifying the type of call and needs. Assists in maintaining the accuracy of the resource database by reporting changes in resources as aware. Works cooperatively with volunteer Call Specialists by sharing knowledge of resources, use of database and other skills. Conducts follow-up calls as needed and assigned, gathering information about the caller's ability to find services. Attends in-services and continuing education events to improve skills and be alerted to changes in policies or procedures. Actively participates in HeartLine's community disaster/emergency response plan. Achieves AIRS or CIRS certification within 3 years of employment.

JOB QUALIFICATIONS:

Bachelor's Degree Required. Experience in community non-profit a plus.

REQUIRED SKILLS AND ABILITIES:

Strong verbal skills, computer skills required. Ability to work with volunteers, ability to show compassion and nonjudgmental attitude while assisting callers with diverse and complex needs. Ability to handle stress due to scope and type of calls that may be received. Physically able to lift 20 pounds, sit for long periods of time, talk on the telephone, and bend/stoop.

WORK ENVIRONMENT:

HeartLine supports a comfortable, yet professional work environment. Courtesy, respect, and equitable treatment are expected. Staff members receive support, recognition, and appreciation for jobs well done. There are opportunities for participation, challenge, and broadening experiences.

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

Routine office environment.