

Contingency Hotline Specialist

Helpline is seeking skilled crisis intervention specialists serving consumers in need via 24/7 hotline and texting services. Hotline specialists respond to consumers seeking emotional support, suicide prevention and safety planning as well as information and referral to available resources. Candidates must possess strong verbal and written communication skills and will report to the Hotline Services Program Manager for shift opportunities and Lead Hotline Specialists for daily directives. Contingency Hotline Specialists work on an on-call basis with availability for same day shifts. Planned on call coverage schedules are completed one month in advance.

REQUIREMENTS

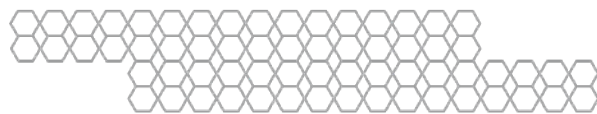
- + High School Diploma with experience providing resource linkage and background in mental health/recovery services and/or crisis/I&R hotline experience is required without a bachelor's degree
- + Ideal candidates must be willing and able to work from both the Delaware or Mt. Gilead sites
- + Ideal candidates must also be willing to some overnight shifts as needed
- + The ideal candidate must have the ability to work independently, to communicate well both verbally and in writing, and must be able to type a minimum of 30 words per minute
- + Successful completion of 45 hour Hotline Specialist training within in 30 days of employment

PREFERRED

- + Basic knowledge of the services and programs of HelpLine
- + Bachelor's in social work, psychology or other helping profession

WHY WORK FOR HelpLine?

- + Contingent position offers a competitive salary with personal growth and professional development opportunities
- + Flexibility in scheduling
- + Mileage benefit for all work-related travel
- + Continuing education opportunities
- + HelpLine values diversity, inclusion and strives for a healthy work/life balance



HOW TO APPLY

Submit resumes by email to the Hotline Program Manager, Jodi Peterson-Sonstein at jpeterson@helplinedelmor.org by **January 19, 2018**.

ABOUT HelpLine

Founded in 1970, HelpLine of Delaware and Morrow Counties, Inc. (HelpLine) is the local, toll-free crisis support and, information and referral hotline. Committed to empowering people through knowledge and resources, HelpLine facilitates the recovery and stability of the emotional, financial and information needs of the North Central region of Ohio including communities in Delaware, Morrow, Crawford, Wyandot, Shelby, Union and Logan Counties. A growing and innovative non-profit, HelpLine is a bridge, connecting those in need to the resources, services and advocacy they seek.

HelpLine is a contract provider of the Delaware-Morrow Mental Health and Recovery Services Board and partially funded by SourcePoint. A United Way Agency, HelpLine is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems and certified by the Ohio Department of Mental Health and Addiction Services. HelpLine is an Equal Opportunity Employer/Provider.