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# Lead Clinical Hotline Specialist

HelpLine is seeking a licensed professional to provide shift supervision and leadership to hotline specialists, modeling exceptional direct service to consumers through short-term crisis management, emotional support, and information and referral via hotline, text messaging service or in person. This position assists consumers in regaining personal control of their lives and find alternatives to suicide; provides mental health and/or alcohol and other drug assessment, crisis intervention, and engagement services; assists in others areas of support and quality assurance activities, review forms, etc. The position functions as a member of a multidisciplinary team.

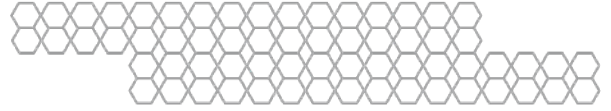
This position reports to the Hotline Program Manager.

## REQUIREMENTS

- + Bachelor's in social work, psychology and background in mental health/recovery services and/or crisis/I&R hotline experience
- + LSW/LPC professional licensure or license eligible (Licensed within 90 days of hire)
- + Ability to work independently, including the ability to set priorities and focus on critical tasks
- + Demonstrated leadership ability
- + Ability to type a minimum of 30 words per minute
- + Ability to work effectively with others.
- + Excellent proofreading skills to identify and correct errors
- + Ability to communicate well both verbally and in writing

## PREFERRED

- + One year service at HelpLine 24/7 hotline
- + One year supervisory experience
- + Demonstrated excellence in crisis intervention



## WHY WORK FOR HelpLine?

- + Full time with competitive salary and benefits
- + Stable funding in an organization with close to 50 years serving the community
- + Opportunity for mentoring and LISW-S supervision
- + HelpLine values diversity, inclusion and strives for a healthy work/life balance
- + Mileage benefit for all work-related travel
- + Competitive benefits package including health, vision, dental, long term disability
- + Simple IRA Retirement automatic 2% from agency annually, no employee match required

## HOW TO APPLY

At HelpLine, we ask that you submit a cover letter along with your resume. It truly is not just a useless exercise for us – we believe your resume only tells part of the story. It cannot reflect the depth of your knowledge, experience, passion, and values. We want to know what you feel you can bring to this position, why you are in this field, and what is important to you. Please submit the cover letter and resume to Jodi Peterson at [jpeterston@helplinedelmor.org](mailto:jpeterston@helplinedelmor.org) and Tiana Purvis at [tpurvis@helplinedelmor.org](mailto:tpurvis@helplinedelmor.org) by Feb. 28, 2018. HelpLine is an Equal Opportunity Employer/Provider.

## 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 and texting service, rape crisis center, in addition to other services. Committed to empowering people through knowledge and resources across 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, the Ohio Attorney General's Crime Victims' office, Office of Criminal Justice Services, Ohio Department of Health & local grants & donations. 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.