

Social Services / Hotline Specialist*

3rd Shift: 11 p.m. – 7 a.m. FT/PT

HelpLine is seeking a social service professional /skilled resource & crisis intervention specialist, (Hotline Specialist). Hotline specialists respond to consumers seeking emotional support for various life difficulties, suicide prevention/safety planning, as well as information and referral to community resources via telephone and text line. Candidates must possess strong verbal and written communication skills.

REQUIREMENTS

- + Minimum High School Diploma with 3 years' experience/background in mental health/recovery services and/or crisis/I&R hotline experience
- + The ideal candidate must have the ability to work independently and work as part of a team, to communicate well both verbally and in writing,
- + Must be able to type a minimum of 30 words per minute and able to utilize in various forms of computer technology
- + Successful completion of Hotline Specialist training within 30 days of employment
- + At least 21 years of age for insurance purposes
- + Demonstrated ability to be personable, empathetic, non-judgmental, and work effectively with people from various cultural, economic, and social backgrounds

PREFERRED

- + Bachelor's in social work, psychology, or other helping profession
- + Someone who enjoys working in a crisis/helping environment

WHY WORK FOR HelpLine?

- + Our Hotline Specialist position offers a competitive salary with professional development opportunities
- + HelpLine pays for Health and Dental Insurance for a single person; some family coverage
- + Simple Retirement IRA - no vesting or employee contribution required
- + HelpLine values diversity, inclusion and strives for a healthy work/life balance

+ Visit our website at www.helplinedelmor.org or Facebook page www.facebook.com/helplinedelmor

HOW TO APPLY

Submit cover letter and resume by email to the Hotline Program Manager, Kerry Wears at kwears@helplinedelmor.org by **Friday, November 29, 2021**. Helpline is an Equal Opportunity Employer/Provider.

ABOUT HelpLine

As the community's only 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to help meet the needs of anyone in crisis, connecting them with the right resources and empowering them to thrive. Our prevention programs address suicide and depression, sexual assault, child sexual abuse and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge to get community members the support, education and volunteer opportunities they're looking for.

HelpLine is a contract provider of the Delaware-Morrow Mental Health and Recovery Services Board and partially funded by SourcePoint. A United Way Partner, 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. For more information, visit: www.HelpLinedelmor.org.