



The community's go-to for supporting and empowering change.

Hotline Specialist I

HelpLine seeks skilled crisis intervention/information & referral specialists- Hotline Specialists. We are a central resource deeply committed to offering various programs that support the community's emotional health and wellness. Helpline is the community's only 24/7 resource, providing both support in moments of crisis and connections to services that help people thrive. Our 24/7 call-in service, 211, provides information during on and off hours to connect consumers with the right resources, like food pantries and shelters. Our 24/7 crisis hotline and texting service are at the core of what we do. We answer 10+ lines and 1,000-2,000 calls/texts monthly. Our skilled team is ready to provide empathetic and non-judgmental support to give people the tools they need to move forward during times of crisis.

RESPONSIBILITIES

- + Successful completion of Hotline Specialist training within six (6) months
- + Operate a 24/7/365 hotline and text line, respond to email messages and social media comments with expected time frames, and occasionally respond to walk-ins during business hours
- + Quickly develop and maintain rapport with consumers using active listening skills
- + Engage with consumers and identify presenting problems, needs, and service preferences in a compassionate, non-judgmental, and professional manner
- + Gather information on caller/texter needs by allowing them to share their story and process their feelings by paraphrasing and using reflecting statements
- + Assist consumers through crisis and behavioral health support for various life difficulties
- + Complete suicidal screening, risk assessments, and safety planning, and offer 3rd party outbound or follow-up calls to ensure an individual's safety and consult with supervisors as needed
- + Assist individuals in exploring new coping mechanisms, healthy hobbies, or relaxation techniques
- + Set and keep appropriate boundaries with callers/texters as needed
- + Uses de-escalation techniques with consumers who are angry without indicating any type of emotional reaction
- + Offer and complete follow-up with contacts in vulnerable or dangerous situations, advocate for contacts in need of services, and/or may need additional support to link to mental health or addiction services
- + Information and referral to community services provided to Delaware, Morrow, Union, Logan, Miami, Shelby, Auglaize, Mercer, and Hardin counties, including referral info for services provided in response to a specific disaster
- + Provide resources, brainstorm available options, and provide warm transfers when possible
- + Assess the need for financial assistance and complete appropriate forms
- + Screen and apply for applicable referrals
- + Victim of Crime support, assessment, linkage, and follow-up to specific areas
- + Sexual assault support and emergency response, including on-call dispatch to specific local hospitals
- + Request contacts' participation in Consumer Satisfaction Surveys
- + Use various software programs (Google, iCarol NICE-CXone, Prevention Pays, Procedure Flow) on each workday to complete tasks, including searching for resources in a computer-based community resource database



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- + Complete a full review of Procedure Flow Processes every quarter (once every three (3) months) and contribute to keeping information up to date
- + Review contacts from the prior shift as well as any other significant call information at the beginning of every shift
- + Complete emails to appropriate staff regarding required calls/texts
- + Review feedback and make corrections on each workday
- + Request feedback from leadership, including in supervision, and follow through with suggestions for growth
- + Respond appropriately to constructive criticism, supervision, and suggestions for job skill improvement
- + Actively seeks to process own feelings, communicates with co-workers, supervisor, and on-call as needed for stressful situations
- + Receive updated information on each work day through reading and responding to emails directed to the Specialist and also to the team email
- + Assist in providing support to co-workers and trainees
- + Collaborate with other staff and departments to meet the needs of the organization
- + Work effectively with partners (e.g., law enforcement, mental health, addiction treatment centers, etc.)
- + Attend all required Hotline and HelpLine meetings, participate in Hotline meetings both by adding things to the agenda and providing verbal feedback
- + Share ideas for workplace improvement, resources, and concerns when discovered
- + Actively participate in monthly one-on-one supervision meetings, create and complete annual goals, seek and assume greater responsibility
- + Occasionally be willing to adjust regular work schedule to assist in covering holidays, vacations, illness, etc.
- + Be available for work at both primary and alternate site(s) should the employee's primary site become unusable
- + Complete at least 10 hours of continuing education related to the position, including specifically required focus areas and one peer review annually
- + Participation in outreach activities when scheduling allows
- + Maintain timely and complete documentation of services and activities, which meet the standards of HelpLine and accrediting agencies
- + Disclose confidentiality limitations regarding mandated reporting when appropriate, gather appropriate information when possible, and complete associated reports
- + Maintain confidentiality of contacts and conduct all interactions with or on behalf of contacts in accordance with the Confidentiality Policy, HIPAA, Consumer Rights Policy, and Code of Ethics
- + Completes and submits timesheets by Monday of the following week
- + Be reliable and timely for scheduled shifts and remain on the line at the end of the shift until another staff can take calls. Submit leave requests promptly and call off at least 2 hours before the scheduled shift when necessary and possible.
- + Adhere to professional standards as outlined by policies, procedures, protocols, rules, and regulations
- + Assist in other areas of support, shift responsibilities, quality assurance, and perform other duties as assigned by leadership



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REQUIRED QUALIFICATIONS

- + Minimum High School Diploma with additional three (3) years experience/background in mental health/recovery services and/or crisis/Information & Referral hotline experience
- + Associate's or Bachelor's in social work, psychology, human services, criminology, sociology, communications, nursing, or other helping profession preferred
- + At least 21 years of age for insurance purposes
- + Experience in providing excellent customer service
- + Acquire and maintain Individual Crisis Specialist Certification from AAS within 18 months of hire for full-time staff or six (6) months after becoming eligible for the certification for part-time staff
- + Acquire and maintain Certification for Community Resource Specialist (CRS) from AIRS when eligible/after the designated years of employment based on the education level within 18 months of hire for full-time staff or six (6) months after becoming eligible for the certification for part-time staff
- + Able to utilize various forms of computer technology
- + Ability to work independently and work as part of a team
- + Critical thinking skills, as well as strong verbal and written communication skills
- + Ability to be professional, personable, empathetic, non-judgmental, and work effectively with people from various cultural, economic, and social backgrounds
- + Ability to work in a fast-paced environment and remain calm in stressful situations
- + Motivated, hardworking, interested in making a difference in our community, and enjoys working in a crisis/helping environment
- + Agreement to the conditions required for the potential ability for alternative work arrangements include but are not limited to, a private work environment and high-speed internet access

WHY WORK FOR HELPLINE

HelpLine is a financially stable, longstanding (50+ years) non-profit providing a broad spectrum of social services to eight counties. We are committed to living our values and investing in our people. This means our benefits reflect equitable wages, culture of self-care, inclusive practices and access to growth opportunities:

- + Full-time exempt position with competitive salary with personal growth and professional development opportunities.
- + Outstanding total rewards package, which includes but not limited to:
 - o 100% employee health, life, dental and Long Term Disability (LTD) premium coverage
 - o Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
 - o Voluntary life insurance and other optional benefits are available.
 - o Employee assistance program
- + Earned vacation, sick and compensatory time.
- + Mileage reimbursement for all work-related travel.



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HOW TO APPLY

For full consideration, please submit a cover letter and resume to Rachel Drudy, Hotline Supervisor, at RDrudy@HelplineDelMor.org, and Gabbie Schilling, Hotline Supervisor, at GSchilling@HelpLineDelMor.org. Applications will be accepted until the position(s) are filled.

ABOUT US

As the community's only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing 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. For more information, visit helplinedelmor.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, age, sex, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.