

Hotline Specialist

Are you passionate about helping people in their most critical moments? As a Hotline Specialist with HelpLine, you will provide 24/7 support, connection, and advocacy to individuals navigating crisis, emotional distress, or urgent needs. Serving as the first point of contact for our 211 Information & Referral and 988 Suicide and Crisis Lifeline, you will listen with empathy, assess needs, de-escalate crises, and connect community members to life-saving resources such as shelter, food, behavioral health care, or victim support services. Every day, you'll make a tangible difference by offering a calm and compassionate voice when people need it most.

In this role, you'll draw on your training to deliver trauma-informed, culturally responsive care across multiple access points—phone, text, and in-person. You will also provide education, safety planning, and advocacy to ensure individuals not only find immediate relief but also have a pathway toward long-term stability and well-being. Specialists support a wide range of community needs, from suicide prevention and behavioral health resources to sexual assault response, victim advocacy, and emergency basic needs assistance.

This position is ideal for someone who thrives in a fast-paced environment, values teamwork, and wants to empower others by reducing barriers to care. As part of a trusted and accredited hotline team, you'll have the opportunity to work at the intersection of crisis response, social services, and community empowerment—helping to strengthen the safety net and improve the quality of life for thousands of residents in our region.

RESPONSIBILITIES

- + Direct Service Provision & Crisis Intervention
 - Provide compassionate, 24/7 crisis support via phone, text, and in-person to individuals in emotional distress.
 - Conduct risk assessments, create safety plans, and connect help-seekers to critical community resources.
- + Documentation & Information Management
 - Accurately document interactions and follow-ups in our record-keeping system and related systems.
 - Maintain data integrity and ensure timely, compliant reporting.
- + Program Support & Operational Logistics
 - Support service operations through shift coverage, community coordination, and process improvement.
 - Mentor new team members and foster a collaborative, high-performing environment.
- + Training, Certification & Compliance.
 - Complete required crisis training and maintain all professional certifications.
 - Uphold ethical, confidentiality, and compliance standards across all service areas.
- + Professional Growth & Self-Care
- + Engage in ongoing professional development and continuing education.
- + Prioritize wellness and resilience to sustain effectiveness in a fast-paced environment.



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

REQUIRED QUALIFICATIONS

- + Minimum High School Diploma/GED with two (2) years of work experience in a helping profession, including internships and volunteer work
- + Must be 21 years old (required for insurance purposes)
- + Use of computer technology and various software tools

Although not required the following skills/abilities are highly desirable:

- + Associate's Degree in a helping profession with one (1) year of experience, including internships and volunteer work

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:

- + Part-time Non- Exempt position with competitive salary with personal growth and professional development opportunities.
 - o The salary range for this position is \$18-\$22 per hour.
- + Outstanding total rewards package, which includes but not limited to:
 - o 100% employer paid 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, holidays (12) and wellness days (4).
- + Mileage reimbursement for all work-related travel.

HOW TO APPLY

For full consideration, please submit a resume and three (3) professional references, one (1) being your most recent supervisor, to Rachel Drudy at rdrudy@helplinedelmor.org.



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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.