

Position Description

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Information		
Position Title: Crisis Line Worker/PT	Location: Main Office	Date: August 11, 2015
Reporting Relationship(s): Position reports to the 211 CNY Program Manager		FLSA Classification: Non-exempt

General Summary

This individual responds to and manages calls received on all incoming and outgoing lines.

Duties and Responsibilities

- Respond to calls on *all* incoming lines
- Place outgoing and follow-up calls to designated programs
- Input data in web based helpline software
- Attend basic listening skills training and ASIST training
- Attend any other scheduled trainings/supervision

Education Requirements

B.A. in Mental Health/Human Services Field desired, Masters preferred. Comparable training and experience will be considered. Must also have a demonstrated ability to effectively manage crises

Previous Experience Requirement

Crisis counseling experience desired; ability to respond to callers with a wide range of human service needs; experience linking people with needed community resources

Knowledge and Skills Needed to Perform Effectively in this Position

Counseling/Mental Health experience preferred; familiarity with multi-line telephone system; ability to adapt quickly to varied protocol/requirements of each incoming/outgoing line; ability to function autonomously and exercise good judgment and decision-making skills, particularly in a crisis situation

Additional Requirements

- A sense of responsibility and commitment to Contact Community Services and its mission.
- Active listening skills

Position Description

- Knowledge of community resources
- Strong organizational skills
- Responsible and reliable
- This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship

Physical Dimensions (Job-related physical abilities an individual needs to possess in order to perform the job in a satisfactory manner)

- Sitting at a computer for long periods of time; entering data; listening & speaking clearly on the telephone.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities