



Program	Information and Crisis Services
Location	Fargo, ND
Job Title	Call Specialist (Full Time Overnight)
Reports to	Director of Helpline Operations

Level/Grade	Type of position: <input checked="" type="checkbox"/> Full-time Part-time (no benefits)	Hours less than 40 hrs./ week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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GENERAL DESCRIPTION

Call Specialist staff members will answer FirstLink's 24-hour Helpline, Crisis Line and Suicide Line providing crisis intervention, listening and support, and information and referral services. This position will comply with program policies, national standards, and maintenance of appropriate records. Will work on specific tasks as assigned.

WORK EXPERIENCE REQUIREMENTS

- Experience in crisis intervention or call centers
- Preferred experience: FirstLink Volunteer or Intern

EDUCATION REQUIREMENTS

- Previous or current coursework in Human Services field
- Preferred Education: Degree in Human Services Field

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	

Essential Job Functions

- Provide direct services
 - Answer calls and texts, assuring full coverage of telephones 24 hours a day/seven days week
 - Ability to work any shift that is needed to be filled, with majority of shifts during overnight
 - Assure that all calls statistics are documented per policy during shift
 - Provide peer facilitation as needed
 - Maintain accurate records
 - Perform essential public services during and following local disasters
- Agency support services
 - Attend monthly staff meetings
 - Attend other trainings as required
 - Assist with bulk mailings, preparing marketing materials, database support, printing certificates, faxing/scanning crisis forms, cleaning tasks, call documentation monitoring, data input
 - Perform deep cleaning of the facility including but not limited to stocking items, vacuuming, dusting
 - Assist with fundraising and special events as needed
 - Pass Quarterly Tests as required, on-going 5&5's and participate in other training requirements including staff meetings
- Administrative support services
 - Perform all acts necessary or incidental to the operations of Information and Crisis Services
 - Perform all other duties as assigned

Requirements

- Maintain a professional attitude and working environment
- Demonstrated expertise in customer service and crisis intervention
- Strong organizational skills
- Practical computer experience
- Abide by FirstLink's policy of strict confidentiality
- Comply with all state, federal, and organizational policies and regulations
- Ability to work evening, overnight and weekend hours, as necessary (during times of disaster, will work extra as needed)
- Manage volunteers/ interns in their program area of expertise
- Helping and organizing special events and with fundraising