



Program	Information and Crisis Services
Location	Fargo, ND
Job Title	Care and Support Specialist
Reports to	Director of Helpline Operations

Level/Grade	Type of position:	Hours 40 hours / week
	<input checked="" type="checkbox"/> Full-time	Exempt
	Part-time	<input checked="" type="checkbox"/> Nonexempt
	Contractor	
	Intern	

**GENERAL DESCRIPTION**

The Care and Support Specialist will support the Caring Contact Program. The Specialist will make outgoing calls and text to those on the program. The Specialist will also provide direct service to contacts reaching FirstLink through the 2-1-1 Helpline, Crisis Lines, National Suicide Prevention Lifeline, and referrals. This position will comply with program policies, national standards, and maintenance of appropriate records and have on-call tasks assigned.

**WORK EXPERIENCE REQUIREMENTS**

- Prefer 1 or more years in crisis intervention &/or assessment &/or suicide intervention experience is preferred

**EDUCATION REQUIREMENTS**

- Prefer Associate degree in a Human Services field

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

## Essential Job Functions

### Provide direct service

- Answer helpline calls
- Work rotating weekends, overnights, and holidays as necessary
- Ability to work shifts that are needed to be filled
- 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
- Provide 24 hour on-call assistance and consultation to staff and interns by carrying a cellular telephone, as scheduled

### Program Services

- Provide Caring Contact calls and send Caring Cards to program participants
- Collect and maintain comprehensive documentation and reports
- Meet regularly with the Care and Support Coordinator
- Provide training and guidance to interns and call specialist as a peer mentor as needed

### Administrative and Agency support services

- Attend all staff and committee meetings relevant to this position
- Request supplies, as needed
- Perform all acts necessary or incidental to the operations of Information and Crisis Services
- Perform all other duties 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)
- Helping and organizing special events and with fundraising