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| Program | Information and Crisis Services |
| Location | Fargo, ND |
| Job Title | Community Resource Specialist |
| Reports to | Director of Helpline Operations |

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

The Community and Resource Specialist will maintain the information and referral database, FirstLink statistics and reports. This position will answer FirstLink's 24-hour Helpline, Crisis Line and Suicide Line providing crisis intervention, listening and support, and information and referral services and have an on-call rotation. This position will comply with program policies, national standards, and maintenance of appropriate records.

WORK EXPERIENCE REQUIREMENTS

- Preferred 2 years' experience in customer service
- Basic computer knowledge

EDUCATION REQUIREMENTS

- High School Diploma
- Prefer previous or current coursework in Human Services Field
- Preferred Bachelor's Degree in Human Service related field

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

Essential Job Functions

To collect, catalog, and maintain comprehensive and accurate information on community services

- Maintain the information and referral (I&R) database
- Update all entries in the database at least yearly, to maintain compliance with AIRS
- Seek new resources and enter service information into the database
- Catalog resources in a consistent manner to allow easy accessibility
- Handle agency questions and concerns in a professional and effective manner

Maintain Information and Crisis Service statistics

- Record statistics as needed and on a monthly, quarterly and yearly basis
- Prepare written statistical reports
- Disseminate statistical reports to designated community agencies/organizations
- Review calls for completeness, accuracy, while providing feedback when necessary

Provide direct service

- Answer helpline telephones part of the work week
- Provide on call duties when it is your assigned week, to include 24-hour assistance and consultation to staff and volunteers/interns by carrying a cellular phone. Also ensure that there is 24/7 coverage if needed.
- Assist with fundraising and special events
- Perform essential public services during and following local disasters

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
- Experience in public speaking and presenting
- Must be willing and able to meet certification standards upon one year of employment (or sooner with previous information and referral experience)