



## Job Description

**Job title:** Care and Support Specialist

**Work Location:** Fargo, ND

**Program:** Information and Crisis Services

**Reports to:** Helpline Director

Full-time

Part-time

Exempt

Nonexempt

### Essential Duties and Responsibilities:

The Care and Support Specialist will support the Care and Support Program. The Specialist will make caring contacts which include: outgoing calls, texts, and cards to those on the program. This position will also provide direct service to callers reaching FirstLink through the 2-1-1 Helpline, Crisis and Suicide Lines, and referrals. This position will comply with program policies, national standards, and maintenance of appropriate records. This role also takes part in the on-call rotation.

### Direct Service

- Answer calls and provide direct service to callers reaching FirstLink through the 2-1-1 Helpline, Crisis Lines, National Suicide Prevention Lifeline, and referrals.
- Helpline daily call shift coverage (approx. 25 hours per week)
- Ability to work any shift that needs 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 on-call support to include 24-hour assistance and consultation to staff and interns, as well as ensuring 24/7 phone coverage during on-call rotation

### 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

### Agency Support Service

- Attend all staff and committee meetings relevant to position
- Attend trainings as required
- Assist with fundraising and special events, as needed
- Request supplies, as needed
- Perform all other duties assigned

**Education and Work Experience Requirements:**

- Preferred 1 year experience in crisis intervention, assessment, and/or suicide intervention
- High School Diploma/GED (preferred Associate degree in human service-related field)

**Other Position Requirements:**

- Must be 18 years of age or older
- Maintain a professional attitude and working environment
- Demonstrated expertise in customer service and crisis intervention
- Strong organizational skills
- Abide by FirstLink's policy of strict confidentiality
- Ability to work evening, overnight and weekend hours, as necessary (during times of disaster, will work extra as needed)
- Knowledge of computer operations sufficient to enter, retrieve and manipulate data
- Ability to function in a work environment with moderate noise levels from several sources creating constant activity
- Work under stressful conditions and react appropriately using good judgment
- Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely manner
- Net Keyboard/typing speed of 40 wpm or better (Gross minus errors = Net)
- Ability to read and follow oral and written instructions
- Effectively prioritize situations and make decisions based on the information received
- Must have reliable transportation and be able to travel
- Assist volunteers/ interns / new staff in their program area of expertise and peer facilitating
- Work under stressful conditions and react appropriately using good judgment
- Comply with all state, federal, and organizational policies, and regulations
- Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.