

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: Call Center Counselor FT	Location: Main Office	Date: June 8, 2022
Reporting Relationship(s): Position reports to assigned Coordinator	Hours: 28 or 35 hours/week, as scheduled	FLSA Classification: Non-exempt

General Summary

This position responds to and manages calls received on all incoming and outgoing lines with care and compassion, and within the scope of the program.

Duties and Responsibilities

- Answer calls on *assigned* incoming lines with compassion in accordance with the organization's training and scope. Calls ring into a variety of lines, including but not limited to the Contact Hotline, 988, county mental health crisis lines, 211 CNY, 211 NENY, and mental health clinic and counseling center after hours lines.
- Place outgoing and follow-up calls to designated programs as scheduled.
- Document calls in an accurate and timely manner in web-based helpline software
- Assist with placing rescue calls as needed for callers requiring emergency assistance
- Navigate multiple computer databases to locate and refer callers to appropriate community resources
- Complete assessments and determine eligibility for emergency shelter placements
- Be equipped to apply crisis intervention tools and techniques and make appropriate connections to community safety net programs
- Attend mandatory quarterly staff meetings and complete required trainings, workshops, and continuing education to remain knowledgeable about best practices, policies, and protocols, including Applied Suicide Intervention Skills Training
- Perform additional responsibilities as they develop and are assigned

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

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Previous Experience Requirement

Crisis counseling/mental health 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

- Strong empathy, active listening, communication, teamwork, and interpersonal skills
- Strong documentation skills
- Ability to adapt quickly to varied protocol/requirements of each incoming/outgoing line
- Function autonomously and exercise good judgment and decision-making skills, particularly in a crisis situation
- Skilled in web-based computer environment, database navigations, and multi-line phone system
- Effectively multi-task and use an internal messaging system during calls and throughout shift

Additional Requirements

- A sense of responsibility and commitment to Contact Community Services and its mission
- High energy, patience, and controlling one's emotions, as well as the ability to think analytically in a high-stress environment
- Strong attendance and punctuality- able to consistently show up on time and work full scheduled shifts and ability to provide advanced notice for time off requests
- Understanding of personal wellness

Work schedules are determined based upon call volume trends. This position requires working some holidays and working weekends (most staff work Saturday or Sunday, and some work both days of the weekend).

This position is designated as essential staff. Essential employees perform work involving the safety of human life or the protection of property. Due to this designation, you will be required to report to work for your regular shift in the event the business office is closed due to an emergency. This is a condition of your employment. If you are required to report to work during a shift that the business office is closed due to an emergency, you will be compensated at a rate to equal one and half times your regular rate of pay.

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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

This job description is not meant to be an all-inclusive list of duties and responsibilities, but constitutes a general definition of the position's scope and function in the company. 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.

I acknowledge I have read and understand this job description. I agree to assume the defined responsibilities and perform these duties.

Employee Signature:

Date: