

## **United Way of West Florida Position Description**

**Position/Title:** 211 Information and Referral/Crisis Call Specialist

**Incumbent/Candidate:** OPEN

**Reports to:** 2-1-1 Supervisor

**Exempt/Non-Exempt:** Hourly/Non-Exempt

### **General Description**

The Information and Referral Specialist will serve as a positive ambassador and role model for United Way of West Florida by supplying accurate information to clients, volunteers and key constituents seeking information and referral assistance from the 2-1-1 program. Prepared for calls from those in mental health or substance abuse crisis and those at risk for suicide; listen, connect, assess and respond to the individual crisis being experienced by a fellow human being. This position is stationed in an inbound contact center that includes inquiries via phone, emails and text messaging; remote work is available upon approval and scheduling by 211 Supervisor. The primary responsibilities include accurately assessing the client's needs and providing appropriate referrals and information.

### **Main Job Tasks and Responsibilities**

- Maintain up-to-date knowledge and understanding of community resources, including information from the database and daily updates via Internet, email, and written resources.
- Incorporate active listening for every call. Listen objectively, allow inquirer to define their needs, reflect inquirer needs and communicate with non-judgmental responses.
- Respond to each inquirer in a professional, nonjudgmental, culturally appropriate and timely manner. Serve as the first point of contact for callers requesting assistance with identifying resources in the community using required opening and closing call script; accurately assess the caller's needs; make appropriate referrals to community resources.
- Serves as first point of contact for crisis calls, listens with empathy and compassion following policies and procedures to provide lethality assessments and rescue services as indicated. Works with teammates, supervisor and on-call resources to facilitate compassionate and humane interventions to those at risk of suicide, mental health crisis or substance abuse crisis.
- Maintain confidentiality in all communications. Exhibit discretion and protect the caller's information.
- Provide accurate referrals based on stated need: include all pertinent information including application process, times, contact and location information and required documentation.
- Provide follow up calls as indicated, when appropriate initiate cold contact calls with those who may be at risk for suicide, mental health crisis or mental health crisis.
- Maintain an on-the-call and availability rate greater than 90% for assigned shift.
- Maintain a 1% or lower error rate and 95% completion rate on all Client Intake submissions.
- Maintain a 25% or greater Quality Assurance Call Back request
- Be fully prepared to begin answering phone lines promptly per assigned work schedule. Log into the call queue to take calls prior to the beginning of the shift. Adhere to lunch and shift schedule unless change is approved in advance by 211 Supervisor.
- Become proficient in all information and referral software (Visionlink, Connect First/Ring Central, WebEOC and others as implemented).
- Read VisionLink "Intranet" prior to each workday and after lunch breaks to remain informed and up to date on evolving information.

- Keep Microsoft TEAMS open and check frequently. Acknowledge new posts from 211 Director, Supervisor or Resource Manager promptly, targeting one hour or less regardless of working in office or remotely.
- Keep Outlook email account open and minimized on desktop during work hours; respond to supervisor emails promptly, targeting one hour or less regardless of working in office or remotely.
- As assigned by 211 Resource Manager, complete assigned updates and submit to Resource Manager no later than the 25<sup>th</sup> of the month assigned.
- Within six months of becoming eligible, successfully complete AIRS certification as a Community Resource Specialist.
- Participate in Monitoring process as required.
- Complete “Mystery Calls” as assigned (Quality Assurance calls made to overnight provider) by 211 Director or Supervisor.
- Maintain clean, organized workspace.
- Assist, as requested, in training of new staff and volunteers.
- Other duties as assigned

**Education and Experience:**

- High school diploma/GED with relevant experience or Associate's degree (A. A.) or equivalent from two-year college or technical school with significant call center experience. Bachelor's degree preferred.
- Comfortable with the use of new software programs.
- Excellent interpersonal skills.
- Ability to work with diverse populations.
- Experience reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, and/or governmental regulations.
- Experience working with call center equipment and procedures.
- Typing proficiency (minimum 45 wpm equivalent)
- Proficiency with MS Office Suite, especially Microsoft Word and Excel
- High comfort level in searching Internet.

**Key Competencies:**

- Mission focused
- Strong interpersonal skills
- Relationship-oriented
- Collaborator
- Results driven
- Brand steward
- Team builder
- Self-management

**Preference Given to Military Veterans  
EOE - Drug Free Workplace**