

United Way of West Florida Position Description

Position/Title: Call Specialist

Reports to: Manager

Exempt/Non-Exempt: Hourly/Non-Exempt

General Description

The Call Specialist will serve as the first responder to incoming calls through either the 211 Information and Referral line or 988 Crisis line providing a compassionate and professional phone-based service to those reaching out for help. Call Specialists will maintain a thorough, working and intimate understanding of the 211 Northwest Florida database of human services for the ten-county service area of northwest Florida. Call Specialists will employ active listening and reflective statements to make a connection to the 211 caller and develop a clear understanding of their challenges, household demographics and referral needs. Using their knowledge of community resources and the household make-up of the caller the Call Specialist will provide accurate, detailed, and relevant referrals and information to resources that may be of assistance. Call Specialists will continuously maintain a readiness to respond to calls from those in a suicide, mental health or substance abuse crisis. Using evidenced based interventions, the Call Specialist will actively listen to the 988 caller, work to understand what the caller is experiencing, provide support, and collaborate with the caller on ways to feel better and connect with any needed resources. The Call Specialist will ensure that every 988 caller is screened for safety and will immediately draw upon the expertise and support of the 988 clinical team when a safety concern is identified.

Due to 24/7/365 operations of 211 and 988, the Call Specialist must be flexible to adjust work schedule as needed to provide for continuity of operations. The Call Specialist is stationed at an inbound contact center that includes inquiries via phone, emails, and text messaging; remote work is available upon approval by Operations and Training Manager and will be based on documented competency, strength and reliability of home internet services, availability of verified workspace and scheduling.

Main Job Tasks and Responsibilities

211

- Maintain up-to-date knowledge and understanding of community resources, including information from the database and daily updates via Internet, Intranet, 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.
- For 100% of completed calls, accurately collect and record in the client intake form: caller demographic information, initial stated need(s), unstated needs identified in the course of the call, and the referrals provided.

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- Call Specialist will ensure that no more than four (4) referral resources will be provided for each identified need, or as many up to four (4) resources as may be available.
- Call Specialist will ensure that accurate referral information is provided to the caller to include at a minimum: agency name, type of service offered, application process, documentation requirements, hours of service, telephone number, and if available the application website. **At no time** will the Call Specialist provide information and/or referral information that has not been vetted by the 211 Resource team and recorded either in the 211 database or 211 Intranet.
- For 211 calls, Call Specialists must maintain an average length of call no less than 4 minutes and no more than 6 minutes. Call Specialists may not exceed an average post call status other than “Available” for more than one (1) minute – this requirement is waived for new hires in training.
- For 211, Call Specialists must maintain an on-the-call availability rate greater than 95% for assigned shift, must maintain a 1% or lower error rate for client intake form and 100% rate for completion, submitted and accepted client intake forms.
- For 211, Call Specialist must use agency defined opening and closing statements on 100% of calls, must maintain a 25% or greater Customer Satisfaction Survey request rate with at least a 10% completion rate.

988

- Call Specialists serving as 988 responders shall provide compassionate, non-judgmental, and confidential support for human beings in distress.
- 988 is one of several portals to the services of the National Suicide Prevention Lifeline. Call Specialists shall always comply with 211 Northwest Florida crisis call policy and procedures.
- As 988 is both a unique and dedicated crisis line, the Call Specialist shall ensure that 100% of callers are screened for safety and 100% of callers with a completed call will be asked about suicide within the first 5 minutes of the call as defined in policy and procedure.
- Call Specialists will document their safety risk screening by utilizing and notating findings in the Safety Risk Assessment tab/form embedded within the Visionlink client intake form for 100% of completed 988 calls.
- For any call where any level of safety risk is identified, the Call Specialist shall immediately notify the clinical team member on duty by text or preferred method as directed by clinical team member on duty.
- Call Specialist shall always comply with and implement 100% of the recommendations made by any clinical team member assisting with a call where a safety risk has been identified.
- 100% of calls received through the 988 line shall be offered a follow up call. For those callers who agree to a follow up call, Call Specialist shall ensure that accurate contact information is recorded within the client intake form to include: name, phone number, follow up day & time , and goal/outcome to be pursued during the follow-up call. Call Specialist shall always attempt to schedule a follow-up call during their duty hours to continue with the rapport and connection established during the initial contact.
- Call Specialist shall participate in 100% of Supervisory Reviews that shall be conducted by the 988 Manager for all calls that require emergency service intervention (voluntary and involuntary).
- For 988 calls, Call Specialists must maintain an average length of call no less than 13 minutes. Call Specialists may not exceed an average post call status other than

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“Available” for more than five (5) minutes without specific authorization from 988 Manager or clinical team member on duty.

- For 988, Call Specialists must maintain an on-the-call availability rate greater than 90% for assigned shift, must maintain a 1% or lower error rate for client intake form and 100% rate for completion, submitted and accepted client intake forms.
- 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 substance abuse 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.
- 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.

All Queues

- Non-Bachelor degreed 211 employees are required to obtain Florida Board Certification as a Peer Recovery Specialist within 4 months of becoming eligible.
- Call Specialists are scheduled for 40 hours per week anytime during the call center’s continuous operations 24/7. Every effort is made to provide Call Specialist with a predictable and defined work schedule but unforeseen program or personnel needs, disasters and other community emergencies may be cause for schedule modifications and the Call Specialist must be prepared to adjust as directed by Operations and Training Manager which may include overtime.
- Maintain confidentiality in all communications. Exhibit discretion and protect the caller’s information.
- Call Specialists will professionally and passionately work to ensure that any Protected Health Information (PHI) such as diagnosis, medications, etc. as well as any other protected information that may be revealed during a call is neither recorded nor retained in any manner.
- Call Specialist shall be fully prepared to begin answering phone lines promptly per assigned work schedule. Log into the call queue under the state “Login Stand By” and go active for call handling by changing state to “Available” at the beginning of the shift. Adhere to lunch and shift schedule unless change is approved in advance in writing by the 988 Manager or Resources & 211 Manager.

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- While on duty, check business emails at least hourly and provide responses as warranted and/or indicated within the same hour as reviewed. While on duty, must remain logged into Microsoft Teams and promptly respond to all communications as it relates to the performance of job duties.
- Under the direction of the Operations and Training Manager and as assigned by the Resource & 211 Manager, complete assigned resource updates and submit to Resource & 211 Manager no later than the 25th of the month assigned.
- Within six months of becoming eligible, successfully complete AIRS certification as a Community Resource Specialist.
- At the direction of the Vice President of Impact Services or Operations and Training Manager, participate in community-based meetings and/or outreach events.
- Other duties as assigned by the Vice President of Impact Services or Operations and Training Manger.

Education and Experience:

- Bachelor's degree in Psychology, Social Work, or related human service field preferred. Non degreed professional must have significant experience (2 or more years) in similar or equal call center services and must be eligible for and is required to obtain Florida Board Certification as a Peer Recovery Specialist within 4 months of becoming eligible.
- Lived experience, defined as having to personally navigate or help an immediate family member navigate a mental health or substance abuse crisis is preferred.
- Prior experience working in the mental health or substance abuse field is preferred.
- Prior customer service and/or call center experience is preferred.
- A working knowledge of call center equipment and software is preferred.

Key Competencies:

- Effective communication skills
- Strong interpersonal skills
- Ability to adapt to fluctuating workflow.
- Relationship oriented.
- Collaborator
- Team player
- Results driven.
- Mission focused.
- Strong interpersonal skills
- Relationship-oriented

Print Name

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