

<b>Reports to:</b>	<b>Contact Center Supervisor(s)</b>
<b>Classification:</b>	<b>Full Time, Weekends, Overnight and Weekdays, Non-Exempt</b>
<b>Position Summary:</b>	<b>Community/Crisis Care Coordinators prevent suicide, help people avoid homelessness, manage mental health and substance use issues, access health care and connect to critical services in times of financial and community crisis, by responding to contacts from 211 and 988.</b>
<b>Date Reviewed/Updated:</b>	<b>July 2023</b>

**Please note: Training Hours are Mon-Fri 9am to 5pm paid in our Rockledge office.**

**Required Knowledge and Skills:**

- 2 or 4-year degree in human services, social work, psychology, or related field preferred. Related paid or volunteer experience in an applicable field will be considered in lieu of formal education as may any of the following: a background in customer service, high degree of interest and demonstration of excellent communication and interpersonal skills during the interview process
- Excellent communication and interpersonal skills
- Broad general knowledge of human services
- Willingness/ability to handle all types of calls/problems in a non-judgmental manner, including those dealing with such potentially sensitive topics as abortion, alcoholism, mental illness or child abuse
- Ability to get along well with others, including persons of different ethnic or cultural backgrounds
- Ability to work independently or in a team setting
- PC skills in a Windows environment, including Outlook & navigating the Internet; proficient in word processing/data entry
- Ability to type 35 WPM
- Successful completion of 211 Brevard training

*Additional consideration may be given to the following:*

- One year work experience in social services or related field
- Fluency in English and Spanish
- Familiarity with Brevard County health and human services network
- AIRS CIRS Certification or AAS CCW Certification

**Primary Job Duties:**

- Respond to incoming contacts from 211 and 988; assess human service needs via phone and text using active listening, crisis intervention &/or suicide risk assessment skills; may include mediated contact or advocacy with an organization on behalf of the individual requesting assistance and following up as needed.
- Search computer database for appropriate human service provider referrals
- Maintain appropriate documentation of work

- Act as a contributing team member
- Work during times of community disaster (e.g., hurricanes) to provide citizen information
- May participate in community outreach/networking efforts by visiting other agencies, attending meetings or conferences, or otherwise developing working relationships within the community
- Provide on-the-job mentoring/training for new 211 Brevard staff

**Physical Requirements**

- Ability to communicate clearly on the phone, in writing and in person
- Ability to read written material and computer screens
- Ability to spend multiple hours on the telephone and computer
- Ability to enter data into a computerized record
- Occasional lifting of up to 25 pounds

**Work Schedule**

Helplines are available 24 hours a day and work schedules are offered based on organizational needs and funding constraints. We currently have openings for shifts including weekends, evenings and overnights. Most positions are full-time, including benefits. Part-time may be available. Employees may be required to fill in for other staff & during other times and, while every attempt will be made to accommodate individual needs and preferences, there is no guarantee of preferred scheduling. 211 Brevard serves as a source of citizen information in disaster situations and all employees will be expected to work shifts prior to, during and/or following a community disaster.

**Employee Agreement**

My signature below confirms that I understand and agree to the following:

- This job description does not create an employment contract, implied or otherwise, other than an “at will” relationship.
- I must be able to meet established performance standards in the job functions above in order to continue my employment at 211 Brevard.
- I will read the agency Policies and Procedures Manual for further clarification of my employment duties.
- I understand I am expected to work prior to, during and following a community disaster even when it is outside of my normal work schedule.
- I will provide proof of a valid driver’s license annually. My driving record may be checked annually, and a record of driving violations as delineated in agency policies may result in limitations to my ability to drive on 2-1-1 business or the termination of my employment if driving is an essential job function.

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Print Name

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Date

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Signature