

CONNECT2HELP

Connect2Help facilitates connections between people who need human services and those who provide them.

I&R and Crisis Specialist III

Job Description

Every employee of Connect2Help is expected to be an active participant in the agency's mission, principles, and values. Each person shall work to ensure consistent, quality services to the agency's constituents, demonstrate enthusiasm, initiative, and flexibility in assignments and maintain good working relationships with all agency personnel.

Reports To: Manager of I&R and Crisis Services
Exempt: No

SUMMARY

The I&R and Crisis Specialist III is generally scheduled between 35 and 40 hours per week and is responsible for providing information and referral services to all clients of Connect2Help.

DUTIES AND RESPONSIBILITIES

Serves as an I&R and Crisis Specialist per AAS, AIRS and C2H standards;

Facilitates the referral process for effective linkage to services, including interventions and advocacy when appropriate; follows up on calls as appropriate;

Completes client outcome surveys, special projects and editing as directed;

Communicates resource updates and service deficiencies to C2H supervisors and resource staff;

Participates in all required trainings; attend agency and community functions as needed;

All other duties, as assigned.

QUALIFICATIONS

BA/BS in Social Work preferred or other degree/education with appropriate experience may be considered;

Possesses effective communication skills and the ability to remain calm in high pressure situations;

Must be highly organized, flexible, and independent;

Must have a demonstrated ability to work with a broad range of individuals and personalities and knowledge of the human service delivery system.