

***** KING COUNTY 2-1-1 POSITION OPENING *****

Information & Referral Specialist

FULL-TIME (37.5 hrs/wk)

Crisis Clinic is at the heart of the Seattle-King County safety net providing a broad array of telephone based crisis intervention and information and referral services. Each year we improve the lives of thousands of people by listening, caring and linking to services. We do this through connections between people and critical resources. At Crisis Clinic, we recognize the contribution of each employee. We accept everyone employed here for their uniqueness and what they bring to the job.

JOB SUMMARY: We are a busy contact center (no sales or telemarketing). As part of King County 2-1-1, you will work within a supportive, team-focused environment that provides a unique opportunity for learning, as well as personal growth and professional development. We are a busy contact center that serves community members who are in need of social and health services, such as food, utility assistance, legal help, dental care, etc. You will be trained to navigate our resource database and learn about the non-profit, government and specialized programs available in King County. The Information & Referral Specialist is responsible for providing high quality comprehensive services to King County 2-1-1's inquirers via phone and chat. The I&R Specialist assesses callers' needs and provides appropriate referrals, performs intake screenings, completes special projects as assigned by the Manager, and is responsible for keeping complete and accurate documentation. **King County 2-1-1 is open Monday through Friday, 8 am to 6 pm. Scheduling flexibility within these hours is required.**

QUALIFICATIONS AND EXPERIENCE REQUIRED:

- Telephonic customer service and/or call center background required.
- Excellent communication skills, including ability to respond to callers with patience, objectivity and nonjudgmental attitude.
- Demonstrated ability to problem-solve and multi-task.
- Minimum typing speed of 45 WPM required. Skilled with MS Office Suite. Experience in navigating and entering information into database system.
- Bachelor's Degree or substantial experience in related human services with knowledge of community resources helpful.
- Ability to work in a structured environment where punctuality, regular attendance and a positive attitude is essential.
- Knowledge of community programs and resources helpful.
- Willingness and ability to work from home one to two days per week after six months of employment is preferred.
- As King County 2-1-1 has a vital role in relief and recovery following a disaster or weather event, willingness and ability to report to work, or to work from home, when it is safe to do so is expected.

Compensation: \$15.00 per hour

Status: This is a full-time non-exempt position @ 37.50 hours per week.

Benefits: Paid benefits package available after 520 hours of work (approximately 13 weeks) including agency paid medical and dental premiums, 403(b), 9 paid holidays per year, 12 paid sick days per year, generous vacation accrual, paid parking, and up to \$35.00 paid towards ORCA card.

TO APPLY: Send resume with a cover letter to sbarlet@crisisclinic.org. Include in your cover letter a short example of your problem solving experience in your current or past position.

NO PHONE CALLS WILL BE TAKEN FOR THIS POSITION.

Crisis Clinic is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.

I&R Specialist JOB COMPETENCIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. This job description is not intended to cover every aspect of your job at King County 2-1-1. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

INFORMATION AND REFERRAL SPECIALIST– 34%

1. Demonstrates sincere concern, caring, and desire to provide excellent service by giving each caller their undivided attention.
2. Interacts with clients in a respectful and compassionate manner.
3. Responds effectively to callers, utilizing active listening skills, thorough assessment, and problem solving techniques.
4. Assesses callers in crisis for possibility of harm to self or others, referring to Crisis Line when appropriate.
5. Recognizes callers who may present with mental illness, and refers to Crisis Line when appropriate.
6. Utilizes telephone interpreting service or TTY as needed to eliminate barriers based on language or hearing impairment.
7. Performs intake screening and/or follow-up calls for specialized contracts based on project procedure and protocols and ensures accurate and complete client documentation.
8. After problem identification and assessment, utilizes computerized community resource database efficiently to locate only the appropriate resources for a caller. When appropriate, utilizes additional provided resource information, such as the Internet.
9. Assists callers, when necessary, in contacting and utilizing resources through conference calls, linkages, advocacy and follow-up as needed.
10. Keeps up to date with knowledge of resources through regular review of internal communications about service changes, capacity limits and eligibility requirements.
11. Ensures that documentation for each call is complete and accurate.
12. Uses InContact and Avaya phone systems appropriately to ensure that calls are delivered without being re-routed to another Specialist and without creating unnecessary wait for the caller.
13. If eligible, pursues AIRS (Alliance of Information and Referral Systems) certification within second year of employment with King County 2-1-1. If certified, completes at least 5 hours of relevant training per year for recertification (AIRS requires at least 10 hours every two years).

TEAM PARTICIPATION – 33%

1. Assumes quality assurance, project and administrative tasks as assigned by the supervisor, and other tasks as needed to insure smooth operation of phone room (i.e. duties related to special contracts, faxing, follow-up calls, etc).
2. Demonstrates an awareness of shared responsibilities and takes initiative with other team members to ensure tasks are accomplished competently and on time.
3. Is proactive and works with other team members to coordinate/rearrange lunch schedules and monitor break times to ensure the highest level of phone coverage.
4. Supports fellow team members with problem solving and appropriate debriefing during and following difficult calls as needed while demonstrating continued respect of callers.
5. Actively participates in 2-1-1 staff meetings in a professional and respectful manner, and willingly offers constructive input.
6. Negotiates tasks, interacts, coordinates and shares responsibility with fellow team members in a positive, professional and respectful manner.

WORK HABITS - 33%

1. Adheres to 2-1-1 Code of Ethics.
2. Arrives at work on time and maintains regular attendance; works assigned shifts and other shifts when needed.
3. Recognizes stress and takes personal responsibility for self-care by appropriately utilizing opportunities to debrief after difficult calls, take allotted daily work breaks, and schedule vacation/personal days off.
4. Follows personnel policies and procedures.
5. Communicates in a clear, concise, and professional manner, both verbally and in writing.
6. Demonstrates genuine relationships by cooperating with others and handling disagreements or conflicts directly with the person(s) concerned in a truthful and open manner.
7. Accepts and maintains personal accountability.
8. Demonstrates a teachable attitude and accepts constructive feedback.
9. Shows respect to all staff members, volunteers, customers/clients, and professionals from other agencies.
10. Makes appropriate use of supervisor.
11. Recognizes and demonstrates positive team-building behaviors that promote a healthy and productive work environment and helps motivate staff and volunteers to outstanding performance.
12. Demonstrates collaborative decision-making within the team and provides peer support.
13. Responds to requests for input or feedback from the supervisor or other staff members in a timely manner and suggests solutions to identified problems.

Signature

Date