

## POSITION DESCRIPTION

**JOB TITLE:** Telephone Specialist

**DATE:** April 2017

**DEPARTMENT:** HelpLink 2-1-1

**REPORTS TO:** CRC Supervisor

**CLASSIFICATION:** Non-Exempt

**OVERALL PURPOSE:** Insure delivery of quality I&R and contract agency services to the community by direct delivery of I&R and agency services and by performing other support services as assigned.

### PROVIDE INFORMATION

- Receive inquiries from individuals in the community or representatives of other organizations; clarify requests, research available resources as needed.
- Provide accurate information.
- Complete required documentation.

### MAKE APPROPRIATE REFERRALS

- Perform needs assessment necessary to make appropriate referral to appropriate organizations in ReferNET database and/or HelpLink library.
- Manage more difficult cases, specifically those involving mental health/counseling problems and crisis intervention.
- Submit case narratives.

### SCHEDULING

- Ensure that a regular schedule is maintained.
- Holidays will be required if they fall on scheduled shift.

### USE OF TECHNOLOGY

- Use all appropriate HelpLink technology (ReferNET, Web Facts, telephones, United Way Network) according to established guidelines. Handle TDD calls according to established procedures.
- Generate reports

### MISCELLANEOUS

- Attend HelpLink Department staff meetings.
- Perform other job-related duties as assigned.

**Work Environment:** This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands:** While performing the duties of this job, the employee must be able to remain in a stationary position, operate a computer and communicate by telephone.

**Position Type and Expected Hours of Work:** Monday 8:30 a.m. -12:30 p.m., Tuesday 8:30 a.m.-12:30 p.m., Friday 8:30 a.m.-2:30 p.m., and Saturday 10:00 a.m. 3:00 p.m. Reliable transportation is essential to this position.

**Job Relationships With:** Director, CRC Supervisor, Database Coordinator, Dislocated Outreach Counselor, Community Outreach Counselor-SliverLink Program, Community Resource Consultants, other United Way Staff, and volunteers.

**MINIMUM QUALIFICATIONS:**

- **EDUCATION:** Bachelor's Degree in Social Work or related field.
- **EXPERIENCE:** Two years experience in social work, with one year I&R related and/or crisis intervention related experience preferred.
- **KNOWLEDGE:** Knowledge of community resources is essential.
- **SKILLS:** Verbal and written communication skills; crisis intervention skills; assessment skills; data entry and keyboarding skills; critical thinking skills.

**NOTE:** Additional equivalent or related experience may be substituted for part of the educational requirements.

Send resume to:

United Way of the Greater Dayton Area  
Attention: Human Resources Director  
33 West First Street – Suite 500  
Dayton, Ohio 45402

Or Email: [jacquelinep@dayton-unitedway.org](mailto:jacquelinep@dayton-unitedway.org)

Application Closing Date: April 28, 2017

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